



mississippi department of  
Information Technology Services

# Information Technology Course Catalog



# EASTWOOD

EDUCATION CENTER

3771 Eastwood Drive | Jackson, MS 39211

April-June 2014

This catalog is also  
available online at  
[www.its.ms.gov](http://www.its.ms.gov)

**About ITS Training:** The Mississippi Department of Information Technology Services (ITS) Education Services Division offers an ongoing educational program designed to enhance and improve the computer and communication skills of personnel within state government. The training program is called the Eastwood Education Center. The curriculum is structured so that a person with no experience can begin with an introductory course and, if appropriate, progress to highly advanced levels of information processing.

The Eastwood Education Center uses an automated system for course scheduling, registration, permanent records, and student transcripts. This system provides the necessary documentation for state agencies and the students regarding their training accomplishments. Certificates are provided to students upon successful completion of courses.

During Fiscal Year 2013, ITS offered approximately 236 instructor led classes to approximately 1,125 students, representing numerous state agencies, universities, community colleges, and governing authorities. The curriculum has been expanded as the demand for information systems skills has increased. The Eastwood Education Center provides the necessary education and training to make state personnel more productive at a significantly lower cost than outside training sources.

**Customized Training:** The Eastwood Education Center has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, we will design a class to meet your specific training needs. We also provide online training in conjunction with Skillsoft.

***Continuing Education is the Key to Success:***

The future of Mississippi government depends on efficient execution of the services it provides. State budget constraints make it imperative that agencies use information technology effectively to increase personnel productivity. If agencies cannot perform their tasks more efficiently, services which they provide cannot be maintained, much less expanded to meet pressing needs. Continuing education and training are essential for the effective planning, implementation, support, and use of these technological solutions. The ITS Education Services Division offers an excellent means of fulfilling these goals in a cost-effective way.

***Other Services Offered by ITS:***

ITS offers a variety of other services including on-site training assistance and follow-up, system analysis, design, programming, documentation, project management, feasibility studies, long-range planning, procurement, telephone services, and general consulting. If we can be of service to you in any of these areas, please call (601) 432-8000.

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# General Information

## ***Welcome to the Eastwood Education Center:***

The Eastwood Education Center, administered for the State of Mississippi by the Department of Information Technology Services, offers an educational program designed to enhance and improve the skills of information processing personnel within state government.

## ***Facilities:***

The Eastwood Education Center is located at 3771 Eastwood Drive, in Jackson, MS. The Eastwood Education Center has two hands-on training labs. These labs are configured with a variety of PC applications and have communications capabilities with the mainframe at the State Data Center.

## ***Instructors:***

Highly trained individuals who work in the industry or are instructors at state colleges and universities teach classes at the Eastwood Education Center. Instructors possess years of practical experience, as well as academic credentials. Constant monitoring and evaluation of instructors ensure that classes are taught by individuals with a wide range of knowledge, as well as exceptional teaching skills.

## ***Registration:***

Registration forms are included at the back of this catalog and must be returned 30 days prior to the class begin date to allow enough time to order materials for the courses. If it is impossible to have these forms returned by the date specified, please contact the Eastwood Education Center and indicate the number of students to be enrolled in each course.

## ***Class Size:***

Class enrollment will be on a first-come, first-served basis. Class size is limited, and ITS reserves the right to establish class size and limit the number of students from each agency if the class size has to be cut. The Eastwood Education Center reserves the right to cancel any class due to under-enrollment or other reasonable cause.

## ***Textbooks & Materials:***

The textbooks and materials used for each course are listed on the schedule. Each student must indicate on the registration form whether he or she needs materials for the course. Textbooks and materials will be ordered based on the information provided on the registration form.

## ***Class Confirmation:***

As soon as registration forms have been received and plans for the April to June classes have been finalized, students will be notified of the exact starting dates, instructors, and locations for each class at least two weeks prior to the first day of class.

## ***Cancellations and Substitutions:***

Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

**On-Line Training:** ITS has an agreement with Skillsoft to provide self-paced training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement. Skillsoft offers over 3,200 courses available via the Intranet or the Internet. Training is available anywhere, anytime. Please visit the ITS/Skillsoft website via the ITS website, [www.its.ms.gov](http://www.its.ms.gov), for more course information.

**Charges:** The total charge for ITS classes includes tuition, lab fee, and materials fee. See the schedule for estimated charges for individual classes.

Tuition for ITS classes is categorized as follows:

Course Type	State Employees	Non-State Employees
Overview courses less than 4 hours (IL)*	\$25.00	\$100.00
Courses 10 hours or less (IL)*	\$100.00	\$400.00
Courses 11—20 hours (IL)*	\$150.00	\$450.00
Courses 21—30 hours (IL)*	\$300.00	\$600.00
Vendor-conducted course**	See Schedule	Contact ITS
Online Training (Skillchoice Complete)	\$225.00/yr	N/A
Online Training (Full Library)	\$150.00/yr	N/A
Online Training (Technical)	\$150.00/yr	N/A
Online Training (Business)	\$150.00/yr	N/A
Online Training (Desktop)	\$55.00/yr	N/A
<i>* Instructor Led Courses</i>		
<i>** The maximum charges for on-site, vendor-conducted courses are listed on the schedule. Scheduling vendor-conducted courses on-site results in significant savings to the State for tuition and travel expenses.</i>		

**Nonexempt Employees:**

For state agencies who are sending nonexempt employees to classes meeting after normal working hours, the agency must evaluate their liability for overtime for these employees as provided by the Fair Labor Standards Act. If you have questions as to whether an employee is exempt, please contact the State Personnel Board. This statement does not apply to individuals who are paying for courses themselves.

**For More Information:**

If you have questions regarding this catalog or the Eastwood Education Center, please contact:

Susan McClain, Education Coordinator .....(601) 432-8186

Connie Smith, Education Assistant.....(601) 432-8051

# INTERCONNECTING CISCO NETWORK DEVICES ACCELERATED

***Brief Course Description:***



This course is an accelerated time format alternative to completion of ICND1 and ICND2. Topics covered include:

- building a simple network
- switching
- wireless LANs
- LAN connections
- WAN connections
- network environment management
- medium-sized routed network construction
- single area OSPF implementation
- EIGRP implementation
- access control lists
- address space management
- LAN extension into a WAN with frame relay.

***Prerequisites:*** Students should have A+ and Network+ experience.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$2,995.00
Estimated Costs for State Employee	\$2,995.00

**Course: CNHCCNAX**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1401	Starting Monday, May 12, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# ADMINISTERING WINDOWS SERVER 2012

**Brief Course Description:**



Topics covered include:

- implementing a Group Policy infrastructure
- managing user desktops with Group Policy
- managing user & service accounts
- maintaining Active Directory Domain Services
- configuring & troubleshooting DNS
- configuring & troubleshooting Remote Access
- installing, configuring, & troubleshooting the Network Policy Server Role
- implementing Network Access Protection
- optimizing File Services
- configuring encryption & advanced auditing
- deploying & maintaining server images
- implementing Update Management
- monitoring Windows Server 2012.

**Prerequisites:** INSTALLING & CONFIGURING WINDOWS SERVER 2012

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20411**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Monday, May 19, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT



# CONFIGURING ADVANCED WINDOWS SERVER 2012 SERVICES

## *Brief Course Description:*



Topics covered include:

- implementing advanced network services and advanced file services
- implementing dynamic access control
- implementing network load balancing
- implementing failover clustering
- implementing failover clustering with Hyper-V
- implementing disaster recovery
- implementing distributed AD DS deployments
- implementing AD DS sites & replication
- implementing AD CS
- implementing AD RMS & AD FS.

**Prerequisites:** INSTALLING & CONFIGURING WINDOWS SERVER 2012

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH20412**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1402	Starting Monday, April 21, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, 1855 Lakeland Dr., Systems IT Jackson, MS

# CONFIGURING, MANAGING & TROUBLESHOOTING EXCHANGE SERVER 2010

**Brief Course Description:**



This course provides students with the knowledge and skills to configure and manage an Exchange Server 2010 messaging environment. Topics covered include:

- deploying Exchange Server 2010
- configuring mailbox servers
- managing recipient objects
- managing client access
- managing message transport
- implementing messaging security
- implementing high availability
- implementing backup & recovery
- configuring messaging policy & compliance
- securing Exchange Server 2010
- maintaining Exchange Server 2010
- upgrading from Exchange Server 2003 or 2007 to 2010
- implementing unified messaging
- advanced topics in Exchange Server 2010.

**Prerequisites:** Students should have a working knowledge of the Windows server operating system.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH10135**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, April 7, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT



# CORE SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013

## *Brief Course Description:*



Topics covered include:

- key features of SharePoint 2013
- designing an information architecture
- designing a logical architecture
- designing a physical architecture
- installing & configuring SharePoint Server 2013
- creating Web applications & site collections
- planning & configuring service applications
- managing users & permissions
- configuring authentication for SharePoint 2013
- securing a SharePoint 2013 deployment
- managing taxonomy
- configuring user profiles
- configuring enterprise search
- monitoring & maintaining a SharePoint 2013 environment.

**Prerequisites:** Students should have at least one year of experience with deploying and administering multiple SharePoint 2010 farms across a large enterprise.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## Course: CNH20331

### Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, June 23, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT



# CLOUD ESSENTIALS

## *Brief Course Description:*



Topics covered include:

- introduction to Cloud Computing
- business value of Cloud Computing
- technical perspectives of Cloud Computing
- technical challenges of Cloud Computing
- steps to successful adoption of Cloud services
- ITIL & Cloud computing
- identifying risks & consequences.

## *Prerequisites:*

It is recommended that you have at least six months of experience in an IT environment, with direct involvement in IT-related tasks, responsibilities, and/or decision making.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$150.00
Lab Fees	\$47.00
<i>CompTIA Cloud Essentials (Exam CL0-001)</i>	30.00
Estimated Costs for State Employee	\$227.00

## **Course: CCLOUDE**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1402	Starting Monday, April 21, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107    3771 Eastwood Dr., Jackson, MS

# ACCESS 2010: LEVEL 1

**Brief Course Description:**



Topics covered include:

- building the structure of a database
- managing data in a table
- querying a database
- designing forms
- generating reports.

**Prerequisites:** Introduction to Windows

**Materials & Approximate Course Cost:**

Tuition for state employees	\$150.00
Lab Fees	\$47.00
<i>Access 2010: Level I</i>	20.00
Estimated Costs for State Employee	\$217.00

## Course: CAC101

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1407	Starting Monday, May 5, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS

## ACCESS 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- controlling data entry
- joining tables
- creating flexible queries
- improving forms
- customizing reports
- sharing data across applications.

**Prerequisites:** ACCESS 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2010: Level 2	20.00
Estimated Costs for State Employee	\$217.00

**Course: CAC102**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1405	Starting Monday, April 7, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS
1406	Starting Monday, June 2, 2014, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS

# ACCESS 2010: LEVEL 3

**Brief Course Description:**



Topics covered include:

- structuring existing data
- writing advanced queries
- simplifying tasks with macros
- creating effective reports
- maintaining an Access database.

**Prerequisites:** ACCESS 2010: LEVEL 2

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Access 2010: Level 3</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CAC103**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Wednesday, June 18, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Russell Walker

# ADMINISTERING MICROSOFT SQL SERVER 2012 DATABASES

## *Brief Course Description:*



Students will gain knowledge & skills to maintain a Microsoft SQL Server 2012 database. Topics covered include:

- introduction to SQL Server 2012 & its toolset
- preparing systems for SQL Server 2012
- installing & configuring SQL Server 2012
- working with databases
- understanding SQL Server 2012 recovery models
- backup of SQL Server 2012 databases
- restoring SQL Server 2012 databases
- importing & exporting data
- authenticating & authorizing users
- assigning server & database roles
- authorizing users to access resources
- auditing SQL Server environments
- automating SQL Server 2012 management
- configuring security for SQL Server Agent
- more.

**Prerequisites:** Students should have a basic knowledge of the Windows operating system, Transact-SQL, relational databases, and some experience with database design.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH10775**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1402	Starting Monday, June 2, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# DEVELOPING MICROSOFT SQL SERVER 2012 DATABASES

## *Brief Course Description:*



Students are introduced to SQL Server 2012. Topics covered include:

- introduction to SQL Server 2012 & its toolset
- working with data types
- designing & implementing tables
- ensuring data integrity through constraints
- planning for SQL Server 2012 indexing
- implementing Table Structures in SQL Server 2012
- reading SQL Server 2012 execution plans
- improving performance through nonclustered indexes
- designing & implementing views & stored procedures
- merging data & passing Tables
- designing & implementing user-defined functions
- creating highly concurrent SQL Server 2012 applications
- handling errors in T-SQL code
- much more.

**Prerequisites:** Students should have knowledge of writing T-SQL queries and of basic relational database concepts.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

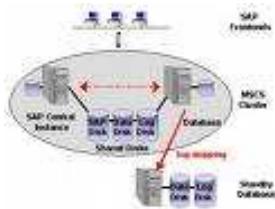
## **Course: CNH10776**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1403	Starting Monday, June 16, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS      SYSTEMS IT

# MAINTAINING A MICROSOFT SQL SERVER DATABASE

## *Brief Course Description:*



This course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2008 database. Topics covered include:

- installing & configuring an SQL server
- managing databases & files
- disaster recovery
- managing security
- transferring data
- automating administrative tasks
- implementing replication
- maintaining high availability
- monitoring the SQL server
- troubleshooting & performance tuning.

**Prerequisites:** Students should have a basic knowledge of the MS Windows operating system and its core functionality.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH6231**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1403	Starting Monday, April 7, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS      SYSTEMS IT

# DEVELOPING WEB APPLICATIONS WITH VISUAL STUDIO 2010

**Brief Course Description:**



In this course, students will learn to develop advanced ASP.NET MVC and Web Forms applications using .NET Framework 4 tools and technologies. ASP.NET MVC will be introduced and compared with Web Forms so that students know when each should be used. Topics covered include:

- designing a Web application
- developing MVC models, MVC controllers, & MVC views
- designing for discoverability
- writing server-side code for Web forms
- optimizing data management for Web forms
- ensuring quality by debugging, unit testing, & refactoring
- securing a Web application
- applying Master Pages & CSS
- implementing advanced AJAX in a web application
- deploying a Web application.

**Prerequisites:** Students should have a basic understanding of: problem-solving techniques that apply to software development; Web, macro, & Windows scripting techniques; and the purpose, function, & features of .NET Framework.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH10264**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1401	Starting Monday, May 19, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT



# HTML5: LEVEL 1

## *Brief Course Description:*



Topics covered include:

- introduction to HTML5
- basic HTML structure
- document structure
- phrase elements
- attributes
- introduction to Style Sheets
- basic text & font styles
- box styles
- displaying tabular data
- creating & formatting links
- working with images.

**Prerequisites:** Students should be familiar with Windows or Mac operating systems, word processing skills, and the Internet.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CHTML51**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1402	Starting Monday, June 16, 2014, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr., Jackson, MS Beth Wynn



## HTML5: LEVEL 2

**Brief Course Description:**



Topics covered include:

- planning a Web site
- HTML5 authoring
- content organization & structure
- basic SEO
- interactive forms
- data validation & error feedback
- form structure & styles
- form design considerations
- embedding native audio
- embedding native video
- styles that improve efficiency
- fonts in the cloud
- generated content
- editable content & local storage
- site testing basics.

**Prerequisites:** HTML5: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CHTML52**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Tuesday, June 17, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr., Jackson, MS Beth Wynn



# INTRODUCTION TO PHP

## *Brief Course Description:*



Students will learn to create database-driven websites using PHP and MYSQL or the database of their choice. Topics covered include:

- PHP basics
- flow control
- arrays
- PHP & HTML forms
- string manipulation
- reusing code & writing functions
- managing data
- MDB2
- authentication with PHP & SQL
- regular expressions
- session control & cookies
- sending email with PHP
- file system management.

**Prerequisites:** HTML experience is required. Experience in CSS and basic programming would be beneficial.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNHPHP1**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1401	Starting Tuesday, May 12, 2014, for 4 days	Monday, Tuesday, Wednesday, & Thursday	8:00 AM – 4:30 PM  Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS  SYSTEMS IT



# ITIL FOUNDATION 2011 EDITION

## *Brief Course Description:*



In this course, students will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Topics covered include:

- introduction
- service strategy
- service design
- service transition
- service operation
- continual service improvement
- exam preparation.

**Prerequisites:** Familiarity with IT terminology and IT-related work experience are recommended, but not required.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,675.00
Estimated Costs for State Employee	\$1,675.00

## **Course: CNHITIL1**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>		<b>Instructor:</b>
1403	Starting Wednesday, May 28, 2014, for 3 days	Wednesday, Thursday & Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# NETWORK+ (EXAM N10-005)

**Brief Course Description:**



This course prepares students for the CompTIA Network+ Exam N10-005 and builds on your existing user-level knowledge & experience with personal computer operating systems & networks to present the fundamental skills & concepts that you will need to use on the job. Topics covered include:

- network theory
- network communications methods
- network media & hardware
- network implementations
- networking models
- TCP/IP addressing & data delivery
- TCP/IP services
- LAN infrastructure
- WAN infrastructure
- remote networking
- system security
- network security
- network security threats & attacks
- network management
- network troubleshooting.

**Prerequisites:** It is recommended that students have CompTIA A+ certification, or the equivalent skills & knowledge, but it is not required.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$300.00
Lab Fees	\$125.00
<i>Network+ (EXAM N10-005)</i>	70.00
Estimated Costs for State Employee	\$495.00

**Course: CNET+11**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Monday, June 23, 2014, for 1 week	Monday - Friday 8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Russell Walker

# ADOBE ACROBAT 11.0: LEVEL 1

***Brief Course Description:***



In this course, students will use Adobe Acrobat 11 to create and manage PDF documents. Topics covered include:

- accessing PDF documents
- creating & saving PDF documents
- navigating content in a PDF document
- modifying PDF documents
- reviewing PDF documents
- converting PDF files.

***Prerequisites:*** Basic experience with computers and common Microsoft applications, such as word processing, spreadsheet, and Web browser applications.

***Materials & Approximate Course Cost:***

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

**Course: CNHADAC111**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Thursday, May 15, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT

## ADOBE ACROBAT 11.0: LEVEL 2

***Brief Course Description:***



In this course, students will use advanced Acrobat 11 to convert documents to PDF files, enhance and customize PDF documents for interactive use online, and prepare them for printing. Topics covered include:

- creating PDFs from technical documents
- enhancing PDF documents
- creating interactive PDF forms
- finalizing PDF files for commercial printing
- customizing the Acrobat XI Pro workspace
- securing PDF documents.

***Prerequisites:*** ADOBE ACROBAT 11.0: LEVEL 1

***Materials & Approximate Course Cost:***

Tuition for state employees	\$295.00
Estimated Costs for State Employee	\$295.00

**Course: CNHADAC112**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Thursday, May 29, 2014, for 1 day	8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# POWERPOINT 2010: LEVEL 1

## *Brief Course Description:*



This course covers the basic functions of PowerPoint 2010. Topics covered include:

- the PowerPoint window
- new presentations
- formatting slides
- drawing objects
- graphics
- tables & charts
- modifying presentations
- proofing & delivering presentations.

**Prerequisites:** INTRODUCTION TO WINDOWS

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CPP101**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1404	Starting Thursday, May 1, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# POWERPOINT 2010: LEVEL 2

## *Brief Course Description:*



Topics covered include:

- custom presentation options
- graphic & multimedia content
- customizing SmartArt graphics & tables
- action buttons & custom slide shows
- distributing a presentation
- integrating Microsoft Office files.

**Prerequisites:** POWERPOINT 2010: LEVEL 1

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CPP102**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1404	Starting Friday, May 2, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# CONFIGURING WINDOWS 8

**Brief Course Description:**



Topics covered include:

- installing Windows 8
- upgrading & migrating to Windows 8
- managing disks & device drivers
- configuring & troubleshooting network connections
- implementing wireless network connections
- implementing network security
- configuring file access & printers on Windows 8 clients
- securing Windows 8 desktops
- configuring applications
- optimizing & maintaining Windows 8 client computers
- configuring mobile computing & remote access
- implementing Hyper-V
- troubleshooting & recovering Windows 8
- using Windows PowerShell.

**Prerequisites:** Students must have an understanding of networking fundamentals, AD DS principles, PKI components, MS Windows Server 2008 fundamentals, Windows client fundamentals, and WAIK components.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNH20687**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1404	Starting Monday, May 12, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# INSTALLING & CONFIGURING WINDOWS 7 CLIENT

## *Brief Course Description:*



This course is intended for IT professionals who are interested in expanding their knowledge base & technical skills about Windows 7 client. Topics covered include:

- installing, upgrading & migrating to Windows 7
- configuring disks & device drivers
- configuring file access & printers on Windows 7 client computers
- configuring network connectivity
- configuring wireless network connections
- securing Windows 7 desktops
- optimizing & maintaining Windows 7 client computers
- configuring mobile computing & remote access in Windows 7.

**Prerequisites:** Students should be familiar with Windows operating systems and work in user support, desktop configuration, & desktop troubleshooting.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,195.00
Estimated Costs for State Employee	\$1,195.00

## **Course: CNH6292**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1402	Starting Monday, April 14, 2014, for 3 days	Monday, Tuesday & Wednesday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# PLANNING & MANAGING WINDOWS 7 DESKTOP DEVELOPMENT

## *Brief Course Description:*



Topics covered include:

- preparing to deploy Windows 7 business desktops
- assessing application compatibility in Windows 7
- evaluating Windows 7 deployment methods
- designing standard Windows 7 images
- deploying Windows 7 by using WAIK
- deploying Windows 7 by using Windows Deployment Services
- deploying Windows 7 by using Life Touch Installation
- deploying Windows 7 by using Zero Touch Installation
- migrating user state by using WET and USMT 4.0
- designing, configuring, & managing the client environment
- planning & deploying applications & updates to Windows 7 clients
- planning & deploying Windows 7 by using LTI.

**Prerequisites:** Students should be support technicians or currently in deployment roles & are looking to take the next step in their careers or enhancing their skills in the areas of planning & deploying Windows 7 desktops.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: CNH6294**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1403	Starting Monday, June 9, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# TROUBLESHOOTING & SUPPORTING WINDOWS 7 IN THE ENTERPRISE

***Brief Course Description:***



This course teaches students with experience in Windows XP and Vista in a Tier 2 support environment how to support the operating system and solve technical troubleshooting problems in a Windows 7 and Windows Server 2008 R2 networking environment. Topics covered include:

- using Group Policy to centralize configuration
- resolving startup issues, issues for hardware devices & device drivers, network connectivity issues, remote connectivity issues, issues with logon & resource access, security issues, operating system & applications issues, & performance-related issues
- implementing a troubleshooting methodology.

**Prerequisites:** INSTALLING & CONFIGURING WINDOWS 7 CLIENT SERVER 2008 NETWORK INFRAST. & APPL. PLATFORM FUNDAMENTALS

***Materials & Approximate Course Cost:***

Tuition for state employees	\$1,195.00
Estimated Costs for State Employee	\$1,195.00

**Course: CNH6293**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Tuesday, April 29, 2014, for 3 days	Tuesday, Wednesday & Thursday 8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS

# WINDOWS 7: LEVEL 2

**Brief Course Description:**



This course aids students in becoming more proficient in using Windows 7. Topics covered include:

- user accounts
- devices & printers
- file management & protection
- programs & utilities
- networks & mobile computing
- security.

**Prerequisites:**      WINDOWS 7: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Windows 7: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWN72**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Wednesday, June 11, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn



# WINDOWS OPERATING SYSTEM & WINDOWS SERVER FUNDAMENTALS

## *Brief Course Description:*



This course provides an entry point to a future career in technology. Topics covered include:

- introducing, installing, & upgrading Windows 7
- understanding operating system configurations
- understanding native applications, tools, mobility, and remote management & assistance
- managing applications, services, folders, & libraries
- managing device
- understanding file & print sharing
- maintaining, updating, & protecting Windows 7
- understanding backup & recovery methods
- server overview
- managing Windows Server 2008 R2
- managing storage
- monitoring & troubleshooting servers
- file & print services
- popular network services & applications.

**Prerequisites:** None

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,195.00
Estimated Costs for State Employee	\$1,195.00

## **Course: CNH40033**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1402	Starting Monday, May 19, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT      1855 Lakeland Dr., Jackson, MS      SYSTEMS IT

# ORACLE DATABASE 11G: SQL FUNDAMENTALS

## *Brief Course Description:*



Topics covered include:

- relational databases & SQL
- choosing an SQL & PL/SQL interface
- building a select statement
- restricting data with the Where Clause
- using Set Operators
- summary functions
- using sub-queries
- aggregating data within groups
- build simple SQL Plus reports
- use data definition language to create & manage tables
- SQL 99 join techniques
- enhancing groups with rollup & cube
- using Case Expression SQL functions
- SQL functions numeric
- SQL functions
- database objects
- data integrity using constraints
- managing constraint definitions
- advanced SQL Plus reports.

**Prerequisites:** This course is intended for application developers and database administrators.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

## **Course: COR11SQL1**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1402	Starting Monday, May 5, 2014, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS SYSTEMS IT



# TECHNOLOGY PLANNING & PROCUREMENT FOR STATE AGENCIES

## *Brief Course Description:*



PROCUREMENT

This course will present an overview of ITS' statutory responsibilities for planning and procurements, as well as the planning process and IT procurement policies and procedures that apply to state agency customers. Topics covered include:

- ITS statute
- why plan
- planning process
- ITS online planning system
- ITS procurement purview
- procurement process
- procurement types
- procurement instruments
- ITS/customer partnerships.

**Prerequisites:** All state agency personnel who are involved in IT planning and/or purchasing, who participate in technology initiatives, or who are interested in technology or government purchasing are encouraged to attend.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$25.00
Estimated Costs for State Employee	\$25.00

## **Course: CPROCPLN**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>	
1401	Starting Tuesday, April 22, 2014, for 1 day	1:30 PM – 4:30 PM	Classroom 108	3771 Eastwood Dr., Jackson, MS	ITS Procurement/ Planning Management Staff

# SQL QUERYING: LEVEL 1 (4th Ed.)

**Brief Course Description:**



This course will teach students how to compose SQL queries to retrieve information from the database. Topics covered include:

- executing a simple query
- performing a conditional search
- working with functions
- organizing data
- retrieving data from multiple tables
- presenting query results.

**Prerequisites:** Students should be familiar with their computer's operating system and basic operation.

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Fundamentals of SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

**Course: CSQL41**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1405	Starting Monday, April 7, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown
1406	Starting Wednesday, June 4, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Burrell Brown

# SQL QUERYING: LEVEL 2 (4th Ed.)

**Brief Course Description:**



In this course, students will create advanced SQL queries and manipulate and index tables. Topics covered include:

- advanced querying using subqueries
- manipulating table data
- manipulating the table structure
- working with views
- indexing data.

**Prerequisites:** SQL QUERYING: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Advanced SQL Querying</i>	45.00
Estimated Costs for State Employee	\$170.00

**Course: CSQL42**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1405	Starting Tuesday, April 8, 2014, for 1 day	Classroom 108	3771 Eastwood Dr., Jackson, MS
1406	Starting Thursday, June 5, 2014, for 1 day	Classroom 108	3771 Eastwood Dr., Jackson, MS

# CRYSTAL REPORTS 11: LEVEL 1

## *Brief Course Description:*



In this course, students will build basic list and group reports that work with almost any database. Topics covered include:

- creating a report
- displaying specific report data
- grouping report data
- building formulas
- formatting reports
- enhancing reports
- creating pie charts
- distributing data.

**Prerequisites:** Students should be familiar with the basic functions of their computer's operating system and have a basic understanding of database concepts.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

## **Course: CCR111**

### **Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Monday, April 7, 2014, for 2 days	Monday & Tuesday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# CRYSTAL REPORTS 11: LEVEL 2

**Brief Course Description:**



In this course, students will learn how to create more sophisticated reports, including subreports and cross-tabs, and how to increase the speed and efficiency of their reports by using SQL queries. Topics covered include:

- creating running totals
- building cross-tabs in reports
- adding subreports
- creating drill-downs
- enhancing report processing by writing SQL statements
- charting data
- reporting on Excel data with Crystal Reports
- working with prompts
- enhancing report functionality.

**Prerequisites:** CRYSTAL REPORTS 11: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

**Course: CCR112**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Monday, June 2, 2014, for 2 days	Monday & Tuesday 8:00 AM – 4:30 PM	Suite R-101, Systems IT 1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# MICROSOFT PROJECT 2010: LEVEL 1

## *Brief Course Description:*



This course teaches the basic commands and features of Project 2010. Students will learn how to create and modify task lists, establish a project schedule, create calendars, assign resources to tasks, track costs, and work with different views and tables. Students will also apply filters and groups, sort task and resource data, and learn how to resolve resource conflicts. Topics covered include:

- project management concepts
- tasks
- resource management
- views & tables
- filters, groups, & sorting
- finalizing the task plan.

**Prerequisites:** INTRODUCTION TO WINDOWS

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Project 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CMSPJ101**

### **Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Wednesday, May 21, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Charlotte Robinson

# MICROSOFT PROJECT 2010: LEVEL 2

## *Brief Course Description:*



This course builds on the basic concepts & skills. Students will learn how to work with templates, create baseline plans, monitor & update projects, analyze project statistics, handle delays & conflicts, create reports, consolidate project files, share resources, and customize Project. Students will also learn how to communicate project information by using Project Server 2010 and how to integrate Project data with other Office applications. Topics covered include:

- using templates & importing data
- managing a project
- analyzing & adjusting the plan
- working with reports
- managing multiple projects
- exchanging project information.

**Prerequisites:** MICROSOFT PROJECT 2010: LEVEL 1

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Project 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

## **Course: CMSPJ102**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>	<b>Location:</b>	<b>Instructor:</b>
1402	Starting Thursday, May 22, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Charlotte Robinson

# PROJECT MANAGEMENT PROFESSIONAL (PMP) EXAM PREPARATION

**Brief Course Description:**



Topics covered include:

- examining professional project management
- initiating a project
- planning project work
- developing project schedules
- developing cost estimates & budgets
- planning project quality, staffing, & communications
- analyzing risks & planning risk responses
- planning project procurement
- executing project work
- managing project procurement
- monitoring & controlling project work
- monitoring & controlling project schedule & costs
- monitoring & controlling project performance & quality
- monitoring & controlling project risk & procurements
- closing the project.

**Prerequisites:** MICROSOFT PROJECT 2010: LEVEL 1

MICROSOFT PROJECT 2010: LEVEL 2

WORD 2010: LEVEL 1

WORD 2010: LEVEL 2

**Materials & Approximate Course Cost:**

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

**Course: CNHPMP**

**Section Information:**

Section:	Date & Time Info:		Location:	Instructor:
1405	Starting Monday, April 14, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT
1406	Starting Monday, June 9, 2014, for 1 week	Monday - Friday 8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# SECURITY+ (EXAM SYO-301)

## *Brief Course Description:*



This is the primary course you will need to take to prepare for the CompTIA Security+ Certification Exam SYO-301 and if your job responsibilities include securing network services, devices, and traffic. Topics covered include:

- security fundamentals
- security threats & vulnerabilities
- network security
- managing application, data & host security
- access control, authentication, & account management
- managing certificates
- compliance & operational security
- risk management managing security incidents
- business continuity & disaster recovery planning.

**Prerequisites:** Students should have basic Windows skills and a fundamental understanding of computer and networking concepts.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$300.00
Lab Fees	\$125.00
SECURITY+ (EXAM SYO-301)	70.00
Estimated Costs for State Employee	\$495.00

## **Course: CSEC+**

### **Section Information:**

<b>Section:</b>	<b>Date &amp; Time Info:</b>		<b>Location:</b>	<b>Instructor:</b>
1402	Starting Monday, May 12, 2014, for 1 week	Monday - Friday	8:30 AM – 4:30 PM	Classroom 108 3771 Eastwood Dr., Jackson, MS

# MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 2

***Brief Course Description:***



In this course, students will manage site collections and site components as a site collection administrator and as a site administrator. Topics covered include:

- branding a site collection
- managing lists
- managing libraries
- managing form libraries
- managing content structures
- managing workflows
- working with indexing & searching
- working offline using SharePoint Workspace 2010
- managing SharePoint applications using Central Administration
- managing user access
- managing site security
- managing site usage
- managing site maintenance.

***Prerequisites:*** MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

***Materials & Approximate Course Cost:***

Tuition for state employees	\$550.00
Estimated Costs for State Employee	\$550.00

**Course: CNHSPF102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1402	Starting Monday, April 14, 2014, for 2 days	Monday & Tuesday 8:00 AM – 4:30 PM Suite R-101, Systems IT	1855 Lakeland Dr., Jackson, MS SYSTEMS IT

# EXCEL 2010: LEVEL 1

**Brief Course Description:**



This course teaches the basic functions and features of Excel 2010. After an introduction to spreadsheet terminology and Excel's window components, students will learn how to use the Help system and navigate worksheets and workbooks. Topics covered include:

- getting started
- entering and editing data
- modifying a worksheet
- functions
- formatting
- printing
- charts
- managing large workbooks.

**Prerequisites:** INTRODUCTION TO WINDOWS

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CEX101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1406	Starting Monday, May 19, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# EXCEL 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- using multiple worksheets & workbooks
- advanced formatting
- outlining & subtotals
- cell & range names
- tables
- Web & sharing features
- advanced charting
- documenting & auditing
- templates & settings.

**Prerequisites:** EXCEL 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Intermediate</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CEX102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1405	Starting Thursday, April 24, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler
1406	Starting Wednesday, June 4, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 107	3771 Eastwood Dr., Jackson, MS Anne Butler

# EXCEL 2010: LEVEL 3

**Brief Course Description:**



Topics covered include:

- advanced functions
- lookups & data tables
- advanced data management
- PivotTables & PivotCharts
- exporting & importing
- analytical tools
- macros & custom functions
- unconditional formatting & SmartArt graphics.

**Prerequisites:** EXCEL 2010: LEVEL 2

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

**Course: CEX103**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Wednesday, May 7, 2014, for 1 day	Classroom 108	3771 Eastwood Dr., Jackson, MS
1404	Starting Monday, June 23, 2014, for 1 day	Classroom 107	3771 Eastwood Dr., Jackson, MS



# VMWARE VIEW: INSTALL, CONFIGURE, & MANAGE (VER. 5.0)

## *Brief Course Description:*



Topics covered include:

- introduction to desktop virtualization
- VMware View
- connection services
- virtual desktops
- view client options
- administering VMware View
- View Composer, linked clone virtual desktops
- View security server & View replica server
- VMware ThinApp
- Security.

**Prerequisites:** Students must have experience in Microsoft Windows Active Directory administration and with VMware vSphere.

## *Materials & Approximate Course Cost:*

Tuition for state employees	\$2,080.00
Estimated Costs for State Employee	\$2,080.00

## Course: CVMWVICMP

### Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1401	Starting Monday, May 19, 2014, for 4 days	Monday, Tuesday, Wednesday & Thursday 8:30 AM – 4:30 PM	Classroom 107 3771 Eastwood Dr., Jackson, MS PROTECH

# WORD 2010: LEVEL 1

**Brief Course Description:**



This course covers the basic features & functions of Word 2010. After an introduction to Word's window components, students will learn how to use the Help system and navigate documents. Topics covered include:

- getting started
- navigation and selection techniques
- editing text
- formatting text
- tables
- page layout
- proofing and printing documents
- graphics.

**Prerequisites:** INTRODUCTION TO WINDOWS

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Basic	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD101**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1406	Starting Thursday, May 8, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# WORD 2010: LEVEL 2

**Brief Course Description:**



Topics covered include:

- styles & outlines
- sections & columns
- formatting tables
- printing labels & envelopes
- templates & building blocks
- graphics
- managing document revisions
- Web features.

**Prerequisites:** WORD 2010: LEVEL 1

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Intermediate	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD102**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1405	Starting Wednesday, April 9, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler
1406	Starting Monday, June 16, 2014, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

# WORD 2010: LEVEL 3

**Brief Course Description:**



Topics covered include:

- using mail merge
- objects & backgrounds
- using macros
- working with forms
- customizing Word
- long documents
- XML Web features.

**Prerequisites:** WORD 2010: LEVEL 2

**Materials & Approximate Course Cost:**

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Advanced	20.00
Estimated Costs for State Employee	\$145.00

**Course: CWD103**

**Section Information:**

Section:	Date & Time Info:	Location:	Instructor:
1403	Starting Tuesday, April 15, 2014, for 1 day	Classroom 108	3771 Eastwood Dr., Jackson, MS Beth Wynn
1404	Starting Thursday, June 26, 2014, for 1 day	Classroom 108	3771 Eastwood Dr., Jackson, MS Anne Butler

## **Expanded Offering of On-Line Live Classes**

The past few years, ITS and Systems IT provided you with Mentored Learning, where a student sat in classes with pre-recorded instruction supplemented by a live Systems IT instructor to answer questions. The only limiting factor was that the local instructor, aka “the mentor,” had to be an expert on the material being delivered in order to mentor you. Finding a local “subject matter expert” in every technology application is virtually impossible.

We now have access to the best instructors from the 300+ Systems ITCenters® around the world to teach all the most popular courses locally in Jackson, Mississippi. For the student it means sitting in a live class where you are signed onto a computer, viewing and listening to a live instructor, asking questions when you desire in real time, and hearing discussions between students who could be in Alabama, North Dakota or Ireland. The student still receives the live instruction everyone wants. For your agency, it means saving the travel expense involved in sending employees to an expensive, faraway city for training. The agency maintains access to its valued employee in case of an emergency. This is a “win-win” situation!

Now, in addition to the traditional instructor-led classes offered through local Systems ITsubject matter experts (Richard, John and Chris), we are able to offer Cisco, Citrix, VMware, high-end Microsoft, Oracle, high-end .net, high-end security, and an abundance of soft skill instruction here in Mississippi through ON-LINE LIVE. Your classmates in these classes are people from around the country that are just like you, with challenges just like yours, doing jobs just like yours. By taking a class with these other people, you will benefit from their questions, participation, and real life experiences.

**The schedule of On-Line Live classes is listed on the following pages. PLEASE CALL SUSAN MCCLAIN AT (601) 432-8186 TO SCHEDULE AN ON-LINE LIVE CLASS.**

**ALL ON-LINE LIVE CLASSES BEGIN PROMPTLY AT 8:00 A.M.  
STUDENTS MUST ARRIVE BY 7:45 A.M. IN ORDER TO ALLOW CLASS TO BEGIN ON TIME.**



### Course Schedule April to June 2014

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online Instructor Led	5/12/2014 8:00 AM	5/16/2014 4:00 PM	\$1,995.00
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online Instructor Led	6/23/2014 8:00 AM	6/27/2014 4:00 PM	\$1,995.00
10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	4/14/2014 8:00 AM	4/18/2014 4:00 PM	\$1,995.00
10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	5/12/2014 8:00 AM	5/16/2014 4:00 PM	\$1,995.00
10747 Administering System Center 2012 Configuration Manager	Online Instructor Led	6/23/2014 8:00 AM	6/27/2014 4:00 PM	\$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	4/7/2014 8:00 AM	4/11/2014 4:00 PM	\$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	4/21/2014 8:00 AM	4/25/2014 4:00 PM	\$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	5/12/2014 8:00 AM	5/16/2014 4:00 PM	\$1,995.00
10774 Querying Microsoft SQL Server 2012	Online Instructor Led	6/2/2014 8:00 AM	6/6/2014 4:00 PM	\$1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online Instructor Led	5/5/2014 8:00 AM	5/9/2014 4:00 PM	\$1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online Instructor Led	5/19/2014 8:00 AM	5/23/2014 4:00 PM	\$1,995.00
10775 Administering Microsoft SQL Server 2012 Databases	Online Instructor Led	6/23/2014 8:00 AM	6/27/2014 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online Instructor Led	4/14/2014 8:00 AM	4/18/2014 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online Instructor Led	5/5/2014 8:00 AM	5/9/2014 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online Instructor Led	6/23/2014 8:00 AM	6/27/2014 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012	Online Instructor Led	4/28/2014 8:00 AM	5/2/2014 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012	Online Instructor Led	6/9/2014 8:00 AM	6/13/2014 4:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online Instructor Led	4/21/2014 8:00 AM	4/25/2014 4:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online Instructor Led	6/2/2014 8:00 AM	6/6/2014 4:00 PM	\$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online Instructor Led	4/14/2014 8:00 AM	4/18/2014 4:00 PM	\$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online Instructor Led	6/16/2014 8:00 AM	6/20/2014 4:00 PM	\$1,995.00
55009 System Center Service Manager 2012	Online Instructor Led	5/5/2014 8:00 AM	5/9/2014 4:00 PM	\$1,995.00
55009 System Center Service Manager 2012	Online Instructor Led	6/23/2014 8:00 AM	6/27/2014 4:00 PM	\$1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online Instructor Led	5/19/2014 8:00 AM	5/23/2014 4:00 PM	\$1,995.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	Online Instructor Led	4/2/2014 8:00 AM	4/4/2014 4:00 PM	\$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online Instructor Led	4/2/2014 8:00 AM	4/4/2014 4:00 PM	\$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online Instructor Led	6/9/2014 8:00 AM	6/11/2014 4:00 PM	\$1,195.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1)	Online Instructor Led	4/7/2014 8:00 AM	4/11/2014 4:00 PM	\$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1)	Online Instructor Led	5/5/2014 8:00 AM	5/9/2014 4:00 PM	\$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 1 v2.0 (ICND1)	Online Instructor Led	6/16/2014 8:00 AM	6/20/2014 4:00 PM	\$1,995.00

Eastwood Education Center

**Course Schedule April to June 2014**

Cisco Interconnecting Cisco Networking Devices Level 2 v2.0 (ICND2)	Online Instructor Led	4/21/2014 8:00 AM	4/25/2014 4:00 PM	\$1,995.00
Cisco Interconnecting Cisco Networking Devices Level 2 v2.0 (ICND2)	Online Instructor Led	5/19/2014 8:00 AM	5/23/2014 4:00 PM	\$1,995.00
ITIL Foundations 2011 Edition	Online Instructor Led	4/9/2014 8:00 AM	4/11/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	4/21/2014 8:00 AM	4/23/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	5/12/2014 8:00 AM	5/14/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	5/28/2014 8:00 AM	5/30/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	6/4/2014 8:00 AM	6/6/2014 4:00 PM	\$1,675.00
ITIL Foundations 2011 Edition	Online Instructor Led	6/16/2014 8:00 AM	6/18/2014 4:00 PM	\$1,675.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	4/7/2014 8:00 AM	4/11/2014 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	4/14/2014 8:00 AM	4/18/2014 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	5/5/2014 8:00 AM	5/9/2014 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	5/19/2014 8:00 AM	5/23/2014 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	6/9/2014 8:00 AM	6/13/2014 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation	Online Instructor Led	6/23/2014 8:00 AM	6/27/2014 4:00 PM	\$1,995.00

## **WELCOME TO SKILLSOFT ONLINE TRAINING!**

ITS has entered into an agreement with Skillsoft to provide self-paced, on-line training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement.

Skillsoft offers over 3,200 courses available via the Internet. For a complete listing, visit [www.skillsoft.com/catalog/](http://www.skillsoft.com/catalog/).

Training is available anywhere, anytime. Students progress at their own speed and can return to the courses for "just-in-time" reference. Skill Assessment helps students measure their progress. There is sound instructional design and consistent content for all students. Throughout the courses there are multi-step simulations to give students an opportunity to practice what they have learned.

### **Available subscriptions and costs:**

- **Skillchoice Complete** - \$225 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
  - Mentoring
  - Express Guides
  - Business Pro by Books 24x7 (8,000 digitized books)
  - IT Pro by Books 24x7 (11,000 digitized books)
  - Office Essentials by Books 24x7 (600 digitized books)
- **Full Library** – \$150 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Desktop Courseware Collection (500 courses)
  - IT Courseware Collection (1,700 courses)
- **Technical (IT) Library** - \$150 per student for one full year, includes the following:
  - IT Courseware Collection (1,700 courses)
  - IT Pro by Books 24x7 (11,000 digitized books)
  - Mentoring
- **Business Library** - \$150 per student for one full year, includes the following:
  - Business Courseware Collection (1,000 courses)
  - Business Pro by Books 24x7 (8,000 digitized books)
  - Mentoring
- **Desktop Library** - \$55 per student for one full year subscription, includes the following:
  - Desktop Courseware Collection (500 courses)
  - Office Essentials from Books 24x7 (600 digitized books)

If an employee leaves the department, the student ID may be reassigned to another staff member for the balance of the license period. Access to all courses is one price per student, which includes technical support, marketing support, and reporting capabilities. Installation is minimal since courses play directly from standard browsers and use a Shockwave plug-in for simulations.

Please visit [www.skillsoft.com](http://www.skillsoft.com) for more course information.

### **How to Participate:**

Print and complete the ITS Online Training Registration Form and email or fax it to Susan McClain.

### **For More Information Contact:**

**Susan McClain, Eastwood Education Center**

[susan.mcclain@its.ms.gov](mailto:susan.mcclain@its.ms.gov)

Phone:(601) 432-8186

Fax:(601) 713-6380

## Skillsoft Course Directory

February 2014

Skillsoft provides comprehensive e-learning content and technology products for business and IT professionals. Skillsoft's multi-modal learning solutions enhance the speed and effectiveness of formal and informal learning and integrate Skillsoft's in-depth courseware, Referenceware®, learning management platform, virtual classroom technology and support services. For more information visit [www.skillsoft.com](http://www.skillsoft.com).



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# IT SKILLS COURSEWARE

## IT SKILLS COURSEWARE

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##### ■ Java Programming with Java SE 6.0

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#### ■ Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010

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## SOFTWARE DEVELOPMENT

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Configuration Management, Risks, and Incidents in Software Testing ..... sd\_sftf\_a07\_it\_enus  
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## SOFTWARE DEVELOPMENT

### MENTORING ASSETS

## ■ Mentoring Assets

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Mentoring 70-513 C# - TS: Windows Communication Foundation with .NET 4 ..... mnt70513cs  
Mentoring 70-515 C# - TS: Web Applications Development with .NET 4 ..... mnt70515cs  
Mentoring 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4 ..... mnt70516cs  
Mentoring 70-511 C# - TS: Windows Applications Development with .NET 4 ..... mnt70511cs  
Mentoring 70-513 VB - TS: Windows Communication Foundation with .NET 4 ..... mnt70513vb  
Mentoring 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4 ..... mnt70516vb  
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#### Test Preps

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CISM 2012: Information Security Governance (Part 2) ..... sp\_cisn\_a02\_it\_enus  
CISM 2012: Information Security Governance (Part 3) ..... sp\_cisn\_a03\_it\_enus  
CISM 2012: Information Risk Management and Compliance (Part 1) ..... sp\_cisn\_a04\_it\_enus  
CISM 2012: Information Risk Management and Compliance (Part 2) ..... sp\_cisn\_a05\_it\_enus  
CISM 2012: Information Security Program Development and Management (Part 1)sp\_cisn\_a06\_it\_enus

# IT SKILLS COURSEWARE

Cisco IPS 7.0: Configuring Cisco IPS Signature Engines and Anomaly Detection	cc_ipss_a06_it_enus
Cisco IPS 7.0: Adapting Traffic Analysis and Response to the Environment	cc_ipss_a07_it_enus
Cisco IPS 7.0: False Positives, Negatives and Response Improvement	cc_ipss_a08_it_enus
Cisco IPS 7.0: Managing and Analyzing Events	cc_ipss_a09_it_enus
Cisco IPS 7.0: Virtualization, High-Availability, and High-Performance Solutions	cc_ipss_a10_it_enus
Cisco IPS 7.0: Configuring and Maintaining Cisco IPS Hardware	cc_ipss_a11_it_enus

Cisco CIPT1 8.0: Cisco Unified Communications Manager Administration	cc_cptz_a02_it_enus
Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Net Calling	cc_cptz_a03_it_enus
Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Manager	cc_cptz_a04_it_enus
Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges	cc_cptz_a05_it_enus
Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges	cc_cptz_a06_it_enus
Cisco CIPT1 8.0: Implementing Call Coverage	cc_cptz_a07_it_enus
Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager	cc_cptz_a08_it_enus
Cisco CIPT1 8.0: Feature and Application Implementation	cc_cptz_a09_it_enus
Cisco CIPT1 8.0: Cisco Unified Mobility	cc_cptz_a10_it_enus

## ■ SECURE 1.0: Securing Networks with Cisco Routers and Switches

Cisco SECURE 1.0: Protection Controls and Identity-based Network Services	cc_cure_a01_it_enus
Cisco SECURE 1.0: Deploying Basic 802.1X Features	cc_cure_a02_it_enus
Cisco SECURE 1.0: Advanced Switched Data Plane Security Controls	cc_cure_a03_it_enus
Cisco SECURE 1.0: Advanced Routed Data Plane Security Controls	cc_cure_a04_it_enus
Cisco SECURE 1.0: Advanced Control Plane Security Controls	cc_cure_a05_it_enus
Cisco SECURE 1.0: Deploying Advanced Management Plane Security Controls	cc_cure_a06_it_enus
Cisco SECURE 1.0: Deploying Network Address Translation	cc_cure_a07_it_enus
Cisco SECURE 1.0: Deploying Basic Zone-Based Policy Firewalls	cc_cure_a08_it_enus
Cisco SECURE 1.0: Deploying Advanced Zone-Based Policy Firewalls	cc_cure_a09_it_enus
Cisco SECURE 1.0: Deploying Cisco IOS Software IPS	cc_cure_a10_it_enus
Cisco SECURE 1.0: Site-to-Site VPN Architectures and Technologies	cc_cure_a11_it_enus
Cisco SECURE 1.0: Deploying Scalable Authentication in Site-to-Site IPsec VPNs	cc_cure_a12_it_enus
Cisco SECURE 1.0: Deploying DMVPNs	cc_cure_a13_it_enus
Cisco SECURE 1.0: Deploying Tunnel-Based IPsec VPNs and GET VPNs	cc_cure_a14_it_enus
Cisco SECURE 1.0: Remote Access VPNs	cc_cure_a15_it_enus
Cisco SECURE 1.0: Deploying Remote Access Solutions Using SSL VPN	cc_cure_a16_it_enus

## ■ CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1

Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager	cc_cptz_a01_it_enus
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# IT SKILLS COURSEWARE

Cisco ICOMM 8.0: RTMT, Monitoring Voice Mail and the Disaster Recovery System cc\_comm\_a10\_it\_enus

## ■ Implementing Cisco Voice Communications and QoS (CVOICE)

Cisco CVOICE 8.0: Introduction to Voice Gateways ..... cc\_voic\_a01\_it\_enus  
Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs ..... cc\_voic\_a02\_it\_enus  
Cisco CVOICE 8.0: Transporting Voice over IP networks ..... cc\_voic\_a03\_it\_enus  
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Cisco CVOICE 8.0: VoIP Call Legs .. cc\_voic\_a05\_it\_enus  
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Cisco CVOICE 8.0: Call Routing and Dial Plans ..... cc\_voic\_a08\_it\_enus  
Cisco CVOICE 8.0: Path Selection and Calling Privileges..... cc\_voic\_a09\_it\_enus  
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## ■ ROUTE 1.0: Implementing Cisco IP Routing

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Cisco ROUTE 1.0: EIGRP Implementation for the Enterprise ..... cc\_icir\_a02\_it\_enus  
Cisco ROUTE 1.0: EIGRP Authentication and Advanced Feature Implementation .... cc\_icir\_a03\_it\_enus  
Cisco ROUTE 1.0: The OSPF Routing Protocol cc\_icir\_a04\_it\_enus  
Cisco ROUTE 1.0: Implementing an OSPF-Based Solution ..... cc\_icir\_a05\_it\_enus  
Cisco ROUTE 1.0: Configuring and Verifying Route Redistribution..... cc\_icir\_a06\_it\_enus  
Cisco ROUTE 1.0: Implementing Path Control cc\_icir\_a07\_it\_enus  
Cisco ROUTE 1.0: Connecting the Enterprise to ISPs..... cc\_icir\_a08\_it\_enus  
Cisco ROUTE 1.0: Configuring and Verifying BGP operations..... cc\_icir\_a09\_it\_enus  
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Cisco ROUTE 1.0 eLT: IPv6 Addressing and Unicast ..... CSCO0064EN08

Cisco ROUTE 1.0 eLT: Implement RIPng, OSPFv3, EIGRP and Redistribution in IPv6CSCO0064EN09  
Cisco ROUTE 1.0 eLT: IPv6 Transition Techniques ..... CSCO0064EN10  
Cisco ROUTE 1.0 eLT: NAT and PAT with IPv6 CSCO0064EN11  
Cisco ROUTE 1.0 eLT: Routing for Branch Offices and Mobile Workers ..... CSCO0064EN12

## ■ TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks

Cisco TSHOOT 1.0: Planning Maintenance for Complex Networks.....cc\_icit\_a01\_it\_enus  
Cisco TSHOOT 1.0: Planning Troubleshooting Processes for Networks .....cc\_icit\_a02\_it\_enus  
Cisco TSHOOT 1.0: Maintenance, Troubleshooting Tools, & Applications.cc\_icit\_a03\_it\_enus  
Cisco TSHOOT 1.0: Troubleshooting VLANs, STP, and SVIs .....cc\_icit\_a04\_it\_enus  
Cisco TSHOOT 1.0: Troubleshooting FHRPs and Performance Issues .....cc\_icit\_a05\_it\_enus  
Cisco TSHOOT 1.0: Network Layer Connectivity, OSPF, and EIGRP.....cc\_icit\_a06\_it\_enus  
Cisco TSHOOT 1.0: Route Redistribution, BGP, and Performance Issues .....cc\_icit\_a07\_it\_enus  
Cisco TSHOOT 1.0: Maintaining and Troubleshooting Network Security Solutionscc\_icit\_a08\_it\_enus  
Cisco TSHOOT 1.0 eLT: Troubleshooting Performance Problems on Switches ..... CSCO0066EN07  
Cisco TSHOOT 1.0 eLT: Troubleshooting Wireless Integration ..... CSCO0066EN08  
Cisco TSHOOT 1.0 eLT: Troubleshooting Voice over IP Integration..... CSCO0066EN09  
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Cisco TSHOOT 1.0 eLT: Troubleshooting NAT and PAT ..... CSCO0066EN11  
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Cisco TSHOOT 1.0 eLT: Troubleshooting IPv6, OSPFv3, and RIPng ..... CSCO0066EN13  
Cisco TSHOOT 1.0 eLT: Troubleshooting Network Applications Services ..... CSCO0066EN14  
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## ■ SWITCH 1.0: Implementing Cisco IP Switched Networks

Cisco SWITCH 1.0: Analyzing Campus Network Designs.....cc\_icis\_a01\_it\_enus  
Cisco SWITCH 1.0: Implementing VLANs in Campus Networks.....cc\_icis\_a02\_it\_enus  
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# IT SKILLS COURSEWARE

Cisco SWITCH 1.0: Inter-VLAN Routing	cc_icis_a04_it_enus
Cisco SWITCH 1.0: Highly Available Networks	cc_icis_a05_it_enus
Cisco SWITCH 1.0: Configuring Layer 3 High Availability	cc_icis_a06_it_enus
Cisco SWITCH 1.0: Minimizing Service Loss and Data Theft	cc_icis_a07_it_enus
Cisco SWITCH 1.0: Accommodating Voice and Video in Campus Networks	cc_icis_a08_it_enus
Cisco SWITCH 1.0: Integrating Wireless LANs into a Campus Network	cc_icis_a09_it_enus

Cisco DESGN 2.1: Security Solutions for the Network	cc_desg_a09_it_enus
Cisco DESGN 2.1: Integrating Voice and Video Architectures	cc_desg_a10_it_enus
Cisco DESGN 2.1: Voice and Video Technology Requirements	cc_desg_a11_it_enus
Cisco DESGN 2.1: Design Considerations for Basic Wireless Networking	cc_desg_a12_it_enus

## TVOICE 8.0: Troubleshooting Cisco Unified Communications

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Cisco TVOICE 8.0: Troubleshooting Device and Extension Mobility	cc_tcuc_a06_it_enus
Cisco TVOICE 8.0: Troubleshooting Call Setup Issues	cc_tcuc_a03_it_enus
Cisco TVOICE 8.0: Cisco Unified Communications Manager Troubleshooting	cc_tcuc_a02_it_enus
Cisco TVOICE 8.0: Troubleshooting Off-Net Calling Issues	cc_tcuc_a04_it_enus
Cisco TVOICE 8.0: Troubleshooting SAF and CCD Issues	cc_tcuc_a05_it_enus
Cisco TVOICE 8.0: Troubleshooting Cisco Unified Mobility and CUCM Presence	cc_tcuc_a07_it_enus
Cisco TVOICE 8.0: Troubleshooting MOH and MTP Issues	cc_tcuc_a08_it_enus
Cisco TVOICE 8.0: Troubleshooting Conference and Transcoder Issues	cc_tcuc_a09_it_enus
Cisco TVOICE 8.0: Troubleshooting RSVP Agents and Voice Quality Issues	cc_tcuc_a10_it_enus

## Firewall 2.0 : Deploying Cisco ASA Firewall Solutions

Cisco FIREWALL 2.0: Introduction to the Cisco ASA Adaptive Security Appliance	cc_fire_a01_it_enus
Cisco FIREWALL 2.0: Getting Started with Cisco ASA and Cisco ASDM	cc_fire_a02_it_enus
Cisco FIREWALL 2.0: Configuring Cisco ASA Interfaces and Static Routing	cc_fire_a03_it_enus
Cisco FIREWALL 2.0: Configuring Cisco ASA Management Features	cc_fire_a04_it_enus
Cisco FIREWALL 2.0: Configuring Cisco ASA NAT Features	cc_fire_a05_it_enus
Cisco FIREWALL 2.0: Configuring Cisco ASA Basic Access Control Features	cc_fire_a06_it_enus
Cisco FIREWALL 2.0: Configuring Routing Features and the Transparent Firewall	cc_fire_a07_it_enus
Cisco FIREWALL 2.0: The Modular Policy Framework and Traffic Inspection Policies	cc_fire_a08_it_enus

# IT SKILLS COURSEWARE

Cisco FIREWALL 2.0: ASA Advanced Application Inspections and User-Based Policies..cc\_fire\_a09\_it\_enus  
Cisco FIREWALL 2.0: ASA Interface Redundancy and Active/Standby Availability .....cc\_fire\_a10\_it\_enus  
Cisco FIREWALL 2.0: ASA Security Contexts and Active/Active High Availability.....cc\_fire\_a11\_it\_enus

## ■ VPN 2.0 : Deploying Cisco ASA VPN Solutions

Cisco VPN 2.0: Evaluating the Cisco ASA VPN Architecture .....cc\_avpn\_a01\_it\_enus  
Cisco VPN 2.0: Implementing Core Cisco ASA Policy Configurations and PKI Servicescc\_avpn\_a02\_it\_enus  
Cisco VPN 2.0: Deploying Clientless SSL VPNs cc\_avpn\_a03\_it\_enus  
Cisco VPN 2.0: Policy Configurations and PKI Services .....cc\_avpn\_a04\_it\_enus  
Cisco VPN 2.0: Cisco AnyConnect Remote Access SSL Solutions .....cc\_avpn\_a05\_it\_enus  
Cisco VPN 2.0: Deploying Advanced AAA in Cisco Full-Tunnel VPNs .....cc\_avpn\_a06\_it\_enus  
Cisco VPN 2.0: Cisco ASA Adaptive Security Appliance Remote Access IPsec VPNscc\_avpn\_a07\_it\_enus  
Cisco VPN 2.0: Cisco ASA Site-to-Site IPsec VPN Solutions .....cc\_avpn\_a08\_it\_enus  
Cisco VPN 2.0: Implementing Cisco Secure Desktop and DAP for SSL VPNs.....cc\_avpn\_a09\_it\_enus  
Cisco VPN 2.0: Deploying High Availability Features in Cisco ASA VPNs .....cc\_avpn\_a10\_it\_enus

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ICND1 2.0: Operating Cisco IOS Software cc\_icne\_a02\_it\_enus  
ICND1 2.0: Understanding IPv4 Addresses cc\_icne\_a05\_it\_enus  
ICND1 2.0: Networking, Communications, and LANs .....cc\_icne\_a01\_it\_enus  
ICND1 2.0: Switch Operations .....cc\_icne\_a03\_it\_enus  
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ICND1 2.0: The Transport Layer and Router Configuration.....cc\_icne\_a07\_it\_enus  
ICND1 2.0: Packet Delivery and Static Routing.....cc\_icne\_a08\_it\_enus  
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## ■ ICND2 2.0: Interconnecting Cisco Networking Devices Part 2

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ICND2 2.0: EtherChannel and Layer 3 Redundancy.....cc\_icnf\_a02\_it\_enus  
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ICND2 2.0: Implementing an EIGRP Based Solution.....cc\_icnf\_a04\_it\_enus  
ICND2 2.0: An Overview of OSPF ....cc\_icnf\_a05\_it\_enus  
ICND2 2.0: Establishing a WAN Connection Using Frame Relay .....cc\_icnf\_a08\_it\_enus  
ICND2 2.0: Implementing a Scalable, Multiarea Network, OSPF Based Solutioncc\_icnf\_a06\_it\_enus  
ICND2 2.0: Wan Technology Overview and Serial Connections.....cc\_icnf\_a07\_it\_enus  
ICND2 2.0: VPN Solutions and GRE Tunnels cc\_icnf\_a09\_it\_enus  
ICND2 2.0: Network Device Management cc\_icnf\_a10\_it\_enus

## INTERNET AND NETWORK TECHNOLOGIES

### EMC

## ■ EMC Information Storage and Management (ISM) v2

EMC ISM v2: Data Center Environment dt\_ismu\_a01\_it\_enus  
EMC ISM v2: RAID and Intelligent Storage Systems .....dt\_ismu\_a02\_it\_enus  
EMC ISM v2: FC SAN, IP SAN, and FCoE dt\_ismu\_a03\_it\_enus  
EMC ISM v2: NAS, Object-based Storage, and Unified Storage .....dt\_ismu\_a04\_it\_enus  
EMC ISM v2: Business Continuity, Backup, Replication, and Archiving.....dt\_ismu\_a05\_it\_enus  
EMC ISM v2: Remote Replication and Cloud Computing.....dt\_ismu\_a06\_it\_enus  
EMC ISM v2: Securing the Storage Infrastructure .....dt\_ismu\_a07\_it\_enus  
EMC ISM v2: Managing the Storage Infrastructure .....dt\_ismu\_a08\_it\_enus

## INTERNET AND NETWORK TECHNOLOGIES

### CLOUD COMPUTING

## ■ Cloud Computing for Business Professionals

Introducing Cloud Computing .....cl\_clbp\_a01\_it\_enus  
Moving Business Services into the Cloud cl\_clbp\_a02\_it\_enus

# IT SKILLS COURSEWARE

## ■ Cloud Computing for IT professionals

Cloud Computing Basics ..... cl\_clip\_a01\_it\_enus  
Cloud Technology Enablers ..... cl\_clip\_a02\_it\_enus  
Enterprise Data and Cloud Interaction cl\_clip\_a03\_it\_enus  
Migrating Infrastructure to the Cloud .. cl\_clip\_a04\_it\_enus  
Identity, Presence, and Privacy ..... cl\_clip\_a05\_it\_enus  
Providing Cloud Security ..... cl\_clip\_a06\_it\_enus

## INTERNET AND NETWORK TECHNOLOGIES

### MENTORING ASSETS

#### ■ Mentoring Assets

Mentoring 642-902 Implementing Cisco IP Routing (ROUTE) ..... mnt642902  
Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) ..... mnt642832  
Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH) ..... mnt642813  
Mentoring Certified Information Systems Security Professional (CISSP) ..... mntcissp  
Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM) ..... mnt640461  
Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE) ..... mntes642437  
Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1) ..... mntes642447  
Mentoring 642-637 Securing Networks with Cisco Routers and Switches (SECURE) ..... mntes642637  
Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2) ..... mntes642457  
Mentoring 642-627 Implementing Cisco Intrusion Prevention System (IPS) ..... mntes642627  
Mentoring SY0-301 Security+ ..... mntsy0301  
Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS) ..... mntes642467  
Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE) ..... mntes642427  
Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN) ..... mnt640864  
Mentoring Certified Information Systems Auditor (CISA) ..... mntcisa  
Mentoring Systems Security Certified Practitioner (SSCP) ..... mntsscp2ed  
Mentoring Certified Information Security Manager (CISM) ..... mntcismu  
Mentoring 642-618 Deploying Cisco ASA Firewall Solutions (FIREWALL) ..... mntes642618

Mentoring 642-648 Deploying Cisco ASA VPN Solutions (VPN) ..... mntes642648  
Mentoring 640-554 Implementing Cisco IOS Network Security (IINS) ..... mnt640554  
Mentoring E10-001 Information Storage and Management ..... mnte10001  
Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1) ..... mnt100101  
Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2) ..... mnt200101  
Mentoring 200-120 Cisco Certified Network Associate (CCNA) ..... mnt200120  
Mentoring 312-50 Certified Ethical Hacker (CEH) ..... mnt31250v8  
Mentoring N10-005 Network+ ..... mntn10005

## INTERNET AND NETWORK TECHNOLOGIES

### TEST PREPS

#### ■ Test Preps

TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH) ..... cc\_icis\_a01\_tp\_enus  
TestPrep 642-902 Implementing Cisco IP Routing (ROUTE) ..... cc\_icir\_a01\_tp\_enus  
TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) ..... cc\_icit\_a01\_tp\_enus  
TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM v8.0) ..... cc\_comm\_a01\_tp\_enus  
TestPrep Certified Information Systems Security Professional (CISSP) ..... sp\_cssp\_a01\_tp\_enus  
TestPrep SY0-301 Security+ ..... cs\_styp\_a01\_tp\_enus  
TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN) ..... cc\_desg\_a01\_tp\_enus  
TestPrep Certified Information Security Manager (CISM) ..... sp\_cism\_a01\_tp\_enus  
TestPrep 640-554 Implementing Cisco IOS Network Security (IINS) ..... cc\_cins\_a01\_tp\_enus  
TestPrep E10-001 Information Storage and Management ..... dt\_ismu\_a01\_tp\_enus  
TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1) ..... cc\_icne\_a01\_tp\_enus  
TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2) ..... cc\_icnf\_a01\_tp\_enus  
TestPrep 200-120 Cisco Certified Network Associate (CCNA) ..... cc\_ccna\_a02\_tp\_enus  
TestPrep 312-50 Certified Ethical Hacker (CEH) ..... sp\_ceth\_a01\_tp\_enus  
TestPrep Systems Security Certified Practitioner (SSCP) ..... sp\_sscp\_a01\_tp\_enus

# IT SKILLS COURSEWARE

TestPrep Certified Information Systems  
Auditor (CISA) ..... sp\_cisa\_a01\_tp\_enus  
TestPrep N10-005 Network+ ..... cs\_ctmt\_a01\_tp\_enus

## ENTERPRISE DATABASE SYSTEMS

### ORACLE 12C

#### ■ Oracle 12c: New Features for Administrators

Oracle Database 12c: Enterprise Manager  
Cloud Control and Creating CDB and PDBod\_nfad\_a01\_it\_enus  
Oracle Database 12c: Managing CDB and PBD,  
and Data Optimization..... od\_nfad\_a02\_it\_enus  
Oracle Database 12c: Using Automatic Data  
Optimization, Storage, and Archiving od\_nfad\_a03\_it\_enus  
Oracle Database 12c: Managing Security od\_nfad\_a04\_it\_enus  
Oracle Database 12c: High Availability and  
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Oracle Database 12c: Tuning SQL and Using  
ADDM..... od\_nfad\_a06\_it\_enus  
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Online Operations, and ADR ..... od\_nfad\_a07\_it\_enus  
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## ENTERPRISE DATABASE SYSTEMS

### ORACLE 11G

#### ■ Oracle Database 11g: New Features For Administrators

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Upgrade Enhancements..... 255352\_ENG  
Oracle Database 11g: Storage Enhancements 255364\_ENG  
Oracle Database 11g: Change Management  
Overview and SQL Plan Management ..... 255373\_ENG  
Oracle Database 11g: Database Replay and  
Automatic SQL Tuning ..... 255385\_ENG  
Oracle Database 11g: Intelligent  
Infrastructure Enhancements ..... 255397\_ENG  
Oracle Database 11g: Performance  
Enhancements ..... 255408\_ENG  
Oracle Database 11g: Partitioning and  
Storage-Related Enhancements ..... 255415\_ENG  
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Oracle Database 11g: Diagnostic Enhancements  
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Oracle Database 11g: Database Creation,  
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Oracle Database 11g: Managing the Schema,  
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Oracle Database 11g: Managing Undo Data,  
Database Security, and Maintenance ..... 255834\_ENG  
Oracle Database 11g: Performance Monitoring,  
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Enhancing the Oracle Database ..... 255854\_ENG

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Oracle Database 11g: Supporting RMAN and  
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Oracle Database 11g: Database Performance  
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Oracle Database 11g: Managing Resources and  
Task Automation ..... 257108\_ENG  
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#### ■ Oracle Database 11g: SQL and PL/SQL New Features

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Features ..... 257179\_ENG  
Using Dynamic SQL and Implementing  
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Using the PL/SQL Debugger, Collections and  
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# IT SKILLS COURSEWARE

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Oracle Database 11g: Using SQL to Query Your Database.....	257492_ENG
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### ■ Designing and Hosting a Web Site

Web Development Fundamentals ..wd\_dshw\_a01\_it\_enus  
Internet Site Development .....wd\_dshw\_a02\_it\_enus  
Web 2.0 Fundamentals .....wd\_dshw\_a03\_it\_enus

# WEB DESIGN

## ADOBE

### ■ Adobe Flash CS5

Introduction to Adobe Flash Professional CS5 at\_fcsp\_a01\_it\_enus  
Drawing and Working with Images in Flash CS5 at\_fcsp\_a02\_it\_enus  
Using Flash CS5 Libraries, Text, and Components.....at\_fcsp\_a03\_it\_enus  
Animation in Flash CS5 .....at\_fcsp\_a04\_it\_enus  
ActionScript and Multimedia in Flash CS5 at\_fcsp\_a05\_it\_enus  
Creating Navigation and Publishing Movies in Flash CS5 .....at\_fcsp\_a06\_it\_enus

# IT SKILLS COURSEWARE

## ■ Adobe Photoshop CS5

Photoshop CS5: Getting Started .....at\_pcsp\_a01\_it\_enus  
Photoshop CS5: Beyond the Basics .at\_pcsp\_a02\_it\_enus

## ■ Adobe Dreamweaver CS5

Setting up a Site and Adding Content in Dreamweaver CS5 .....at\_dcsp\_a01\_it\_enus  
Adding Links and Images in Dreamweaver CS5 at\_dcsp\_a02\_it\_enus  
Tables, Accessibility, and Standards in Dreamweaver CS5 .....at\_dcsp\_a03\_it\_enus  
Reusing Content in Dreamweaver CS5 at\_dcsp\_a04\_it\_enus  
Creating Interactive Web Pages in Dreamweaver CS5 .....at\_dcsp\_a05\_it\_enus  
Cascading Style Sheets in Dreamweaver CS5 at\_dcsp\_a06\_it\_enus

## ■ Adobe PhotoShop CS4

Photoshop CS4: Getting Started .....at\_pcsf\_a01\_it\_enus  
Photoshop CS4: Beyond the Basics ..at\_pcsf\_a02\_it\_enus

## ■ Adobe Illustrator CS4

Illustrator CS4: Getting Started .....at\_icsf\_a01\_it\_enus  
Illustrator CS4: Beyond the Basics .....at\_icsf\_a02\_it\_enus

## ■ Adobe InDesign CS4

Adobe InDesign CS4: Fundamentals at\_idcs\_a01\_it\_enus

## ■ Adobe Dreamweaver CS4

Setting up a Site and Adding Content in Dreamweaver CS4 .....at\_dcsf\_a01\_it\_enus  
Adding Links and Images in Dreamweaver CS4 at\_dcsf\_a02\_it\_enus  
Tables, Accessibility, and Standards in Dreamweaver CS4 .....at\_dcsf\_a03\_it\_enus  
Reusing Content in Dreamweaver CS4 at\_dcsf\_a04\_it\_enus  
Creating Interactive Web Pages in Dreamweaver CS4 .....at\_dcsf\_a05\_it\_enus  
Cascading Style Sheets in Dreamweaver CS4 at\_dcsf\_a06\_it\_enus  
Dreamweaver CS4 Site Maintenance and Advanced Concepts .....at\_dcsf\_a07\_it\_enus

## ■ Adobe Flash CS4

Introduction to Adobe Flash CS4 Professional at\_fcsf\_a01\_it\_enus  
Drawing and Working with Images in Flash CS4 at\_fcsf\_a02\_it\_enus  
Using Flash CS4 Libraries, Text, and Components .....at\_fcsf\_a03\_it\_enus  
Animation in Flash CS4 .....at\_fcsf\_a04\_it\_enus

ActionScript and Multimedia in Flash CS4 at\_fcsf\_a05\_it\_enus  
Workflow and Adobe Integration in Flash CS4 at\_fcsf\_a06\_it\_enus  
Creating Navigation and Publishing Movies in Flash CS4 .....at\_fcsf\_a07\_it\_enus

## ■ Adobe AIR for Flash Developers

Adobe Air for Flash CS4 Developers at\_aafd\_a01\_it\_enus

## ■ Adobe Fireworks CS4

Adobe Fireworks CS4: Fundamentals at\_fwcs\_a01\_it\_enus

## ■ Adobe Captivate 4

Adobe Captivate 4 .....at\_capv\_a01\_it\_enus

## ■ Adobe Reader X

Adobe Reader X .....at\_adre\_a01\_dt\_enus

## ■ Adobe Reader 9

Adobe Reader 9 .....at\_rean\_a01\_dt\_enus

## ■ Adobe Reader 8.0

Using Adobe Reader 8 .....at\_adar\_a01\_dt\_enus

## ■ Adobe Acrobat 9

Adobe Acrobat 9: Fundamentals .....at\_adan\_a01\_it\_enus

## ■ Adobe Acrobat 8.0

Creating and Working with PDFs in Adobe Acrobat 8 .....at\_adab\_a01\_dt\_enus  
Editing and Reviewing in Adobe Acrobat 8 at\_adab\_a02\_dt\_enus  
Forms and Document Security in Adobe Acrobat 8 .....at\_adab\_a03\_dt\_enus  
Advanced Features of Adobe Acrobat 8 at\_adab\_a04\_dt\_enus

## ■ Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers at\_airr\_a01\_it\_enus

## ■ Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals .at\_idct\_a01\_it\_enus

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## SCRIPTING AND WEB LANGUAGES

# IT SKILLS COURSEWARE

## ■ JavaScript Fundamentals

JavaScript Language Basics .....	sl_jasc_a01_it_enus
JavaScript: Objects and Object-oriented Programming.....	sl_jasc_a02_it_enus
JavaScript: Functions and Regular Expressions.....	sl_jasc_a03_it_enus
JavaScript: Browser Scripting Fundamentals	sl_jasc_a04_it_enus
JavaScript: Advanced Browser Scripting and DHTML.....	sl_jasc_a05_it_enus

## ■ DHTML Basics

DHTML and Cascading Style Sheets .....	110402_ENG
Making Content Dynamic with DHTML .....	109372_ENG

## ■ Advanced XML

Structuring XML with Schemas .....	213606_ENG
Advanced Schemas .....	215282_ENG
Transforming and Formatting XML .....	213612_ENG
Querying, Navigating, and Linking XML Data	213638_ENG
XML APIs .....	213609_ENG
Extending XML .....	213614_ENG

# BUSINESS SKILLS FOR THE IT PROFESSIONAL

## IT BUSINESS

## ■ Information Security for End Users

Introduction to Information Security .	db_iseu_a01_dt_enus
Using your Desktop Computer and Mobile Devices Safely .....	db_iseu_a02_dt_enus
Using E-mail, the Internet, and Social Media Safely in a Corporate Environment ..	db_iseu_a03_dt_enus

## ■ IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

IT Infrastructure Library® is a Registered Trade Mark of AXELOS Limited	
ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle .....	ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals .....	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes .....	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals .....	ib_itlv_a04_it_enus

ITIL® 2011 Edition Foundation: Service Design Processes .....	ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies .....	ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation .....	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes .....	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement .....	ib_itlv_a09_it_enus

## ■ ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis.....	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Incident Management .....	ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management.....	ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations.....	ib_iosb_a14_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions .....	ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment .....	ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges ...	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management.....	ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges ...	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management .....	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk.....	ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing.....	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions .....	ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities	ib_iosb_a13_it_enus

## ■ ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture .....	ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework .....	ib_ovvx_a02_it_enus
ITIL® 2011 Edition Overview: Certification and Benefits .....	ib_ovvx_a03_it_enus

# IT SKILLS COURSEWARE

## ■ Technical Management Essentials

Transitioning from Technical Professional to Management ..... mgmt\_19\_a01\_bs\_enus  
Strategies for Transitioning to Technical Management ..... mgmt\_19\_a02\_bs\_enus  
Managing Technical Professionals mgmt\_19\_a03\_bs\_enus

## ■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR) cust\_06\_a01\_bs\_enus  
Support Center Services and Work Environment cust\_06\_a02\_bs\_enus  
Team and Customer Relationships cust\_06\_a03\_bs\_enus

## ■ Customer Service Representative, Skills

Customer Interactions ..... cust\_07\_a01\_bs\_enus  
Communication Skills ..... cust\_07\_a02\_bs\_enus  
Conflict, Stress, and Time Management cust\_07\_a03\_bs\_enus

## ■ Customer Service Representative, Process

Customer Service Processes and Procedures cust\_08\_a01\_bs\_enus  
Quality in a Support Center ..... cust\_08\_a02\_bs\_enus  
Support Center Tools, Technologies and Metrics ..... cust\_08\_a03\_bs\_enus  
Dealing with Irrational Customers and Escalating Complaints ..... cust\_08\_a04\_bs\_enus

## ■ Writing Skills for Technical Professionals

Writing for Technical Professionals:  
Preparation and Planning ..... ib\_wstp\_a01\_it\_enus  
Writing for Technical Professionals:  
Effective Writing Techniques ..... ib\_wstp\_a02\_it\_enus

## ■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment ..... stgy\_06\_a01\_bs\_enus  
IT Strategy Essentials: Creating an IT Strategy Plan ..... stgy\_06\_a02\_bs\_enus  
IT Strategy Essentials: Implementing an IT Strategy ..... stgy\_06\_a03\_bs\_enus

## BUSINESS SKILLS FOR THE IT PROFESSIONAL

## TEST PREPS

## ■ Test Preps

TestPrep ITIL Foundation ..... ib\_itlv\_a01\_tp\_enus

## BUSINESS SKILLS FOR THE IT PROFESSIONAL

## MENTORING

## ■ Mentoring

Mentoring ITIL Foundation ..... mntitv3f

## PROJECT EFFECTIVENESS

## PROJECT MANAGEMENT CURRICULUM

## ■ Project Management for Non-Project Managers

Project Management Fundamentals proj\_01\_a01\_bs\_enus  
Transitioning into a Project Management Role proj\_01\_a02\_bs\_enus  
Initiating and Planning a Project ..... proj\_01\_a03\_bs\_enus  
Managing a Project ..... proj\_01\_a04\_bs\_enus  
Troubleshooting and Closing the Project proj\_01\_a05\_bs\_enus  
Project Management for Non-Project Managers PROJ001A  
Managing Projects with No Direct Authority \_pc\_bi\_pmbi001  
Supporting Project Managers ..... \_pc\_ch\_lach042  
Ensuring Management Buy-In on a Project \_pc\_bi\_pmbi002  
Managing Conflict in Project Teams ..... \_pc\_bi\_pmbi003  
Handling a Change Request ..... \_pc\_ch\_pmch001  
Scope Definition Tools and Techniques ..... \_pc\_ch\_pmch002  
Managing Scope on a Project ..... \_pc\_bi\_pmbi004  
Weighing the Costs of Project Change ..... \_pc\_bi\_pmbi005  
Managing Vendor Relationships ..... \_pc\_bi\_pmbi006  
Anticipating and Solving Problems as a Project Champion ..... \_pc\_bi\_pmbi007  
Addressing Stakeholder Conflicts ..... \_pc\_bi\_pmbi008  
Portfolios, Programs, and Projects: What's the Difference? ..... \_pc\_bi\_pmbi009  
Controlling Project Cost ..... \_pc\_bi\_pmbi010  
Mitigating Risks when Improving Processes \_pc\_bi\_pmbi011  
Ethics and Risks: Why they Matter in Project Success ..... \_pc\_ch\_pmch003  
Project Management Essentials ..... \_pc\_ch\_lach041

# IT SKILLS COURSEWARE

## ■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

- Managing Projects within Organizations (PMBOK® Guide Fifth Edition)..... proj\_19\_a01\_bs\_enus  
Project Management Overview (PMBOK® Guide Fifth Edition) ..... proj\_19\_a02\_bs\_enus  
Project Management Process Groups (PMBOK® Guide Fifth Edition)..... proj\_19\_a03\_bs\_enus

## ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

- Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)..... proj\_20\_a01\_bs\_enus  
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)..... proj\_20\_a02\_bs\_enus  
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)..... proj\_20\_a03\_bs\_enus

## ■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

- Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)..... proj\_21\_a01\_bs\_enus  
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)..... proj\_21\_a02\_bs\_enus  
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)..... proj\_21\_a03\_bs\_enus

## ■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

- Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)..... proj\_22\_a01\_bs\_enus  
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)..... proj\_22\_a02\_bs\_enus  
Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)proj\_22\_a03\_bs\_enus

## ■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

- Planning Project Costs (PMBOK® Guide Fifth Edition)..... proj\_23\_a01\_bs\_enus  
Controlling Project Costs (PMBOK® Guide Fifth Edition) ..... proj\_23\_a02\_bs\_enus

## ■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

- Plan Quality Management (PMBOK® Guide Fifth Edition) ..... proj\_24\_a01\_bs\_enus

- Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)..... proj\_24\_a02\_bs\_enus

## ■ Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

- Planning Project Human Resources (PMBOK® Guide Fifth Edition) ..... proj\_25\_a01\_bs\_enus  
Managing Project Human Resources (PMBOK® Guide Fifth Edition) ..... proj\_25\_a02\_bs\_enus

## ■ Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)

- Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)..... proj\_26\_a01\_bs\_enus  
Control Project Communications (PMBOK® Guide Fifth Edition)..... proj\_26\_a02\_bs\_enus

## ■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

- Risk Management Planning (PMBOK® Guide Fifth Edition)..... proj\_27\_a01\_bs\_enus  
Identifying Project Risks (PMBOK® Guide Fifth Edition)..... proj\_27\_a02\_bs\_enus  
Performing Risk Analysis (PMBOK® Guide Fifth Edition)..... proj\_27\_a03\_bs\_enus  
Risk Response and Control (PMBOK® Guide Fifth Edition)..... proj\_27\_a04\_bs\_enus

## ■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

- Planning Project Procurement Management (PMBOK® Guide Fifth Edition)..... proj\_28\_a01\_bs\_enus  
Managing Procurements (PMBOK® Guide Fifth Edition)..... proj\_28\_a02\_bs\_enus

## ■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

- Project Stakeholder Management (PMBOK® Guide Fifth Edition)..... proj\_29\_a01\_bs\_enus  
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)proj\_29\_a02\_bs\_enus

## ■ Program Management (PMI® Second Edition-aligned)

- Introduction to Program Management proj\_16\_a01\_bs\_enus  
Program Life Cycle and Benefits Management proj\_16\_a02\_bs\_enus

# IT SKILLS COURSEWARE

## ■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management proj\_15\_a01\_bs\_enus  
Core PMI® Values and Ethical Standards proj\_15\_a02\_bs\_enus

## ■ IT Project Management Essentials

IT Project Management Essentials:  
Introduction to IT Project Managementproj\_17\_a01\_bs\_enus  
IT Project Management Essentials: Initiating and Planning IT Projects ..... proj\_17\_a02\_bs\_enus  
IT Project Management Essentials: Executing IT Projects ..... proj\_17\_a03\_bs\_enus  
IT Project Management Essentials: Monitoring and Controlling IT Projects ..... proj\_17\_a04\_bs\_enus  
IT Project Management Essentials: Managing Risks in an IT Project ..... proj\_17\_a05\_bs\_enus  
IT Project Management Essentials: Testing Deliverables and Closing IT Projectsproj\_17\_a06\_bs\_enus

## ■ Managing Software Project Outsourcing

Managing Software Project Outsourcing:  
Preparing to Manage an Outsourced Projectproj\_18\_a01\_bs\_enus  
Managing Software Project Outsourcing:  
Developing a Vendor Contract ..... proj\_18\_a02\_bs\_enus  
Managing Software Project Outsourcing:  
Working with the Outsourced Team proj\_18\_a03\_bs\_enus  
Managing Software Project Outsourcing:  
Dealing with Risks..... proj\_18\_a04\_bs\_enus

## ■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Agile Project Management Essentials ib\_pmag\_a01\_it\_enus  
Adopting an Agile Approach to Project Management .....ib\_pmag\_a02\_it\_enus  
An Overview of Agile Methodologies ib\_pmag\_a03\_it\_enus  
Overview of the Scrum Development Process ib\_pmag\_a04\_it\_enus  
Agile Planning: Project Initiating and Requirements Gathering .....ib\_pmag\_a05\_it\_enus  
Agile Planning: Doing Estimates and Completing the Release Plan.....ib\_pmag\_a06\_it\_enus  
Planning and Monitoring Iterations on an Agile Project .....ib\_pmag\_a07\_it\_enus  
Leading an Agile Team .....ib\_pmag\_a08\_it\_enus  
Managing Stakeholder Engagement on an Agile Project.....ib\_pmag\_a09\_it\_enus  
Ensuring Delivery of Value and Quality in Agile Projects .....ib\_pmag\_a10\_it\_enus  
Core PMI® Values and Ethical Standards proj\_15\_a02\_bs\_enus

## ■ PRINCE2®: 2009 Foundation

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Overview of Project Management (PRINCE2®: 2009-aligned) .....ib\_prin\_a01\_it\_enus  
Project Organization, Planning and Risk (PRINCE2®: 2009-aligned).....ib\_prin\_a02\_it\_enus  
Project Quality, Change and Progress (PRINCE2®: 2009-aligned).....ib\_prin\_a03\_it\_enus  
Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)....ib\_prin\_a04\_it\_enus  
Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned).....ib\_prin\_a05\_it\_enus  
Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned).....ib\_prin\_a06\_it\_enus

## ■ Mentoring Assets

Mentoring PRINCE2: Foundation .....mntprince2f  
Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned.....mntpmp5ed  
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. mntcapm5ed

## ■ Test Preps

TestPrep PRINCE2: Foundation .....ib\_prin\_a01\_tp\_enus  
TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Alignedpm\_proj\_a04\_tp\_enus  
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.pm\_capm\_a02\_tp\_enu

## PROJECT EFFECTIVENESS

## TEAM BUILDING CURRICULUM

### ■ Optimizing Your Performance On a Team

Being an Effective Team Member .team\_02\_a01\_bs\_enus  
Establishing Team Goals and Responsibilities team\_02\_a02\_bs\_enus  
Elements of a Cohesive Team .....team\_02\_a03\_bs\_enus  
Effective Team Communication ....team\_02\_a04\_bs\_enus  
Using Feedback to Improve Team Performance team\_02\_a05\_bs\_enus  
Power and Politics in Matrixed Teams ...pc\_ch\_mgch002

### ■ Leading Teams

Leading Teams: Launching a Successful Team team\_03\_a01\_bs\_enus  
Leading Teams: Establishing Goals, Roles, and Guidelines .....team\_03\_a02\_bs\_enus

## IT SKILLS COURSEWARE

Leading Teams: Developing the Team and its Culture..... team\_03\_a03\_bs\_enus  
Leading Teams: Building Trust and Commitment team\_03\_a04\_bs\_enus  
Leading Teams: Fostering Effective Communication and Collaboration team\_03\_a05\_bs\_enus  
Leading Teams: Motivating and Optimizing Performance..... team\_03\_a06\_bs\_enus  
Leading Teams: Dealing with Conflict team\_03\_a07\_bs\_enus  
Leading Teams: Managing Virtual Teams team\_03\_a08\_bs\_enus  
Building Trust Incrementally .....\_pc\_bi\_lsb004  
Inspiring your Team .....\_pc\_bi\_lsb010  
Support Your Leader .....\_pc\_bi\_pfbi010  
Developing Self-Sufficient Teams .....\_pc\_ch\_mgch001  
Choosing the Right Team Culture .....\_pc\_ch\_pfch006  
Managing Communications in a Virtual Team \_pc\_bi\_mgb001  
Building and Leading Teams .....\_pc\_ch\_lach023  
Meeting Team Performance Challenges .\_pc\_ch\_pach010

## PROJECT EFFECTIVENESS

### BUSINESS ANALYSIS

#### ■ Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and Essential Competencies.....ib\_buap\_a01\_it\_enus  
Introduction to Business Analysis Planning ib\_buap\_a02\_it\_enus  
Planning Business Analysis Communication and Monitoring .....ib\_buap\_a03\_it\_enus  
Business Analysis Requirements Elicitation ib\_buap\_a04\_it\_enus  
Business Analysis Requirements Management and Communication .....ib\_buap\_a05\_it\_enus  
Business Analysis: Enterprise Analysis ib\_buap\_a06\_it\_enus  
Business Analysis: Introduction to Requirements Analysis.....ib\_buap\_a07\_it\_enus  
Business Analysis: Verify and Validate Requirements .....ib\_buap\_a08\_it\_enus  
Business Analysis: Solution Assessment and Validation .....ib\_buap\_a09\_it\_enus  
Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 alignedib\_buap\_a01\_fe\_enus

# DESKTOP SKILLS COURSEWARE

## DESKTOP SKILLS COURSEWARE

### DESKTOP COMPUTER SKILLS

#### ADOBE

##### ■ Adobe Flash CS5

Introduction to Adobe Flash Professional CS5 at\_fcsp\_a01\_it\_enus  
Drawing and Working with Images in Flash CS5 at\_fcsp\_a02\_it\_enus  
Using Flash CS5 Libraries, Text, and Components ..... at\_fcsp\_a03\_it\_enus  
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ActionScript and Multimedia in Flash CS5 at\_fcsp\_a05\_it\_enus  
Creating Navigation and Publishing Movies in Flash CS5 ..... at\_fcsp\_a06\_it\_enus

##### ■ Adobe Photoshop CS5

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##### ■ Adobe Dreamweaver CS5

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Adding Links and Images in Dreamweaver CS5 at\_dcsp\_a02\_it\_enus  
Tables, Accessibility, and Standards in Dreamweaver CS5 ..... at\_dcsp\_a03\_it\_enus  
Reusing Content in Dreamweaver CS5 at\_dcsp\_a04\_it\_enus  
Creating Interactive Web Pages in Dreamweaver CS5 ..... at\_dcsp\_a05\_it\_enus  
Cascading Style Sheets in Dreamweaver CS5 at\_dcsp\_a06\_it\_enus

##### ■ Adobe PhotoShop CS4

Photoshop CS4: Getting Started ..... at\_pcsf\_a01\_it\_enus  
Photoshop CS4: Beyond the Basics ..at\_pcsf\_a02\_it\_enus

##### ■ Adobe Illustrator CS4

Illustrator CS4: Getting Started ..... at\_icsf\_a01\_it\_enus  
Illustrator CS4: Beyond the Basics ..... at\_icsf\_a02\_it\_enus

##### ■ Adobe InDesign CS4

Adobe InDesign CS4: Fundamentals at\_idcs\_a01\_it\_enus

##### ■ Adobe Dreamweaver CS4

Setting up a Site and Adding Content in Dreamweaver CS4 ..... at\_dcsf\_a01\_it\_enus

Adding Links and Images in Dreamweaver CS4 at\_dcsf\_a02\_it\_enus  
Tables, Accessibility, and Standards in Dreamweaver CS4..... at\_dcsf\_a03\_it\_enus  
Reusing Content in Dreamweaver CS4 at\_dcsf\_a04\_it\_enus  
Creating Interactive Web Pages in Dreamweaver CS4..... at\_dcsf\_a05\_it\_enus  
Cascading Style Sheets in Dreamweaver CS4 at\_dcsf\_a06\_it\_enus  
Dreamweaver CS4 Site Maintenance and Advanced Concepts ..... at\_dcsf\_a07\_it\_enus

##### ■ Adobe Flash CS4

Introduction to Adobe Flash CS4 Professional at\_fcsf\_a01\_it\_enus  
Drawing and Working with Images in Flash CS4 at\_fcsf\_a02\_it\_enus  
Using Flash CS4 Libraries, Text, and Components ..... at\_fcsf\_a03\_it\_enus  
Animation in Flash CS4 ..... at\_fcsf\_a04\_it\_enus  
ActionScript and Multimedia in Flash CS4 at\_fcsf\_a05\_it\_enus  
Workflow and Adobe Integration in Flash CS4 at\_fcsf\_a06\_it\_enus  
Creating Navigation and Publishing Movies in Flash CS4 ..... at\_fcsf\_a07\_it\_enus

##### ■ Adobe AIR for Flash Developers

Adobe Air for Flash CS4 Developers at\_aafdf\_a01\_it\_enus

##### ■ Adobe Fireworks CS4

Adobe Fireworks CS4: Fundamentals at\_fwcs\_a01\_it\_enus

##### ■ Adobe Captivate 4

Adobe Captivate 4 ..... at\_capv\_a01\_it\_enus

##### ■ Adobe Reader X

Adobe Reader X ..... at\_adre\_a01\_dt\_enus

##### ■ Adobe Reader 9

Adobe Reader 9 ..... at\_rean\_a01\_dt\_enus

##### ■ Adobe Reader 8.0

Using Adobe Reader 8 ..... at\_adar\_a01\_dt\_enus

##### ■ Adobe Acrobat 9

Adobe Acrobat 9: Fundamentals ..... at\_adan\_a01\_it\_enus

# DESKTOP SKILLS COURSEWARE

## ■ Adobe Acrobat 8.0

- Creating and Working with PDFs in Adobe Acrobat 8 ..... at\_adab\_a01\_dt\_enus
- Editing and Reviewing in Adobe Acrobat 8 at\_adab\_a02\_dt\_enus
- Forms and Document Security in Adobe Acrobat 8 ..... at\_adab\_a03\_dt\_enus
- Advanced Features of Adobe Acrobat 8 at\_adab\_a04\_dt\_enus

## ■ Adobe AIR 3

- Adobe Air 3 for Flash CS5.5 Developers at\_airr\_a01\_it\_enus

## ■ Adobe InDesign CS5

- Adobe InDesign CS5: Fundamentals .at\_idct\_a01\_it\_enus

## DESKTOP COMPUTER SKILLS

## BEST PRACTICES FOR DESKTOP USERS

## ■ Information Security for End Users

- Introduction to Information Security .db\_iseu\_a01\_dt\_enus
- Using your Desktop Computer and Mobile Devices Safely .....db\_iseu\_a02\_dt\_enus
- Using E-mail, the Internet, and Social Media Safely in a Corporate Environment ..db\_iseu\_a03\_dt\_enus

## DESKTOP COMPUTER SKILLS

## MICROSOFT OFFICE 2013

## ■ Microsoft Office 2013: Beginning Word

- Performing Basic Tasks in Word 2013 mo\_bgwo\_a01\_dt\_enus
- Editing and Formatting in Word 2013 mo\_bgwo\_a02\_dt\_enus
- Using Tables in Word 2013 .....mo\_bgwo\_a05\_dt\_enus
- Structuring a Document in Word 2013 mo\_bgwo\_a03\_dt\_enus
- Adding Lists and Objects in Word 2013 mo\_bgwo\_a04\_dt\_enus

## ■ Microsoft Office 2013: Beginning Access

- Creating and Modifying Forms in Access 2013 mo\_bgas\_a04\_dt\_enus
- Creating and Modifying Reports in Access 2013 ..... mo\_bgas\_a05\_dt\_enus
- Creating and Populating a Database in Access 2013 ..... mo\_bgas\_a01\_dt\_enus
- Modifying Tables in Access 2013 . mo\_bgas\_a02\_dt\_enus
- Creating and Modifying Queries in Access 2013 ..... mo\_bgas\_a03\_dt\_enus

## ■ Microsoft Project 2013

- Tools for Tracking Project Performance in Project 2013.....mo\_bgpj\_a04\_dt\_enus
- Resource Management in Project 2013 mo\_bgpj\_a03\_dt\_enus
- Communicate and Finalize Project Information Using Project 2013.....mo\_bgpj\_a05\_dt\_enus
- Task-based Scheduling in Project 2013 mo\_bgpj\_a02\_dt\_enus
- Setting up a Project in Project 2013 mo\_bgpj\_a01\_dt\_enus

## ■ Microsoft Office 2013: Advanced Outlook

- Formatting E-mail and Configuring Message Options in Outlook 2013 .....mo\_adou\_a01\_dt\_enus
- Management and Customization in Outlook 2013 mo\_adou\_a02\_dt\_enus
- Mail Automation, Cleanup, and Storage in Outlook 2013.....mo\_adou\_a03\_dt\_enus
- Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013mo\_adou\_a04\_dt\_enus

## ■ Microsoft Office 2013: Power User Excel

- Sharing and Linking Data, and Adding Office Apps to Excel 2013 .....mo\_puel\_a01\_dt\_enus
- Reviewing and Protecting Content in Excel 2013.....mo\_puel\_a02\_dt\_enus
- Advanced Formats and Layouts in Excel 2013 mo\_puel\_a03\_dt\_enus
- Advanced Formulas and Functions in Excel 2013 .....mo\_puel\_a04\_dt\_enus
- Using Financial Functions and What-If Analysis in Excel 2013 .....mo\_puel\_a05\_dt\_enus
- Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013.....mo\_puel\_a06\_dt\_enus

## ■ Microsoft Office 2013: SharePoint for Power Users

- Configuring Pages, Sites, and Content in SharePoint 2013 .....mo\_sppu\_a01\_dt\_enus
- Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013mo\_sppu\_a02\_dt\_enus
- Managing Templates, Views, and Versioning in SharePoint 2013 .....mo\_sppu\_a03\_dt\_enus
- Managing Web Parts, Users, and Groups in SharePoint 2013 .....mo\_sppu\_a04\_dt\_enus
- Using and Configuring Search in SharePoint 2013.....mo\_sppu\_a05\_dt\_enus
- Workflows, Collaboration, and Analysis in SharePoint 2013 .....mo\_sppu\_a06\_dt\_enus

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2013: Advanced Excel

- Creating and Customizing Visual Elements in Excel 2013 ..... mo\_adel\_a01\_dt\_enus
- Customizing Options and Views in Excel 2013 mo\_adel\_a02\_dt\_enus
- Manipulating Data in Excel 2013 ... mo\_adel\_a03\_dt\_enus
- Data Search, Data Validation, and Macros in Excel 2013 ..... mo\_adel\_a04\_dt\_enus

Working with Meetings in Outlook 2013 mo\_bgou\_a05\_dt\_enus

### ■ Microsoft Office 2013: Beginning PowerPoint

- Creating Presentations in PowerPoint 2013 mo\_bgpw\_a01\_dt\_enus
- Enhancing PowerPoint 2013 Presentations mo\_bgpw\_a02\_dt\_enus
- Animations and Media in PowerPoint 2013 mo\_bgpw\_a03\_dt\_enus
- Finalizing a PowerPoint 2013 Presentation mo\_bgpw\_a04\_dt\_enus

### ■ Microsoft Office 2013: Advanced PowerPoint

- Advanced Slide Shows Tools in PowerPoint 2013 .....mo\_adpw\_a01\_dt\_enus
- Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013 mo\_adpw\_a02\_dt\_enus

### ■ Microsoft Office 2013: SharePoint for End Users

- Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013mo\_speu\_a01\_dt\_enus
- My Site and Social Features in SharePoint 2013.....mo\_speu\_a02\_dt\_enus
- Community Sites, Search, and Office Integration in SharePoint 2013.....mo\_speu\_a03\_dt\_enus

### ■ Microsoft Office 2013: Advanced Word

- Advanced Formatting in Word 2013 mo\_adwo\_a01\_dt\_enus
- Customizing Document Layout in Word 2013 mo\_adwo\_a02\_dt\_enus
- Advanced Table Customization in Word 2013 mo\_adwo\_a03\_dt\_enus
- Inserting and Formatting Graphics in Word 2013 .....mo\_adwo\_a04\_dt\_enus
- Navigating and Reviewing Documents in Word 2013 .....mo\_adwo\_a05\_dt\_enus
- Reference Tools and Mail Merge in Word 2013 mo\_adwo\_a06\_dt\_enus
- Adjusting Document Views and Customizing the Appearance of Word 2013 .....mo\_adwo\_a07\_dt\_enus
- Sharing and Collaboration in Word 2013 mo\_adwo\_a08\_dt\_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE 2010

#### ■ Microsoft Office 2010: New Features

- Office 2010 New Core Features .....mo\_otnf\_a01\_dt\_enus
- New Messaging and Collaboration Features in Office 2010.....mo\_otnf\_a02\_dt\_enus
- Office 2010 Web Apps and New Features in Publisher and Mobile .....mo\_otnf\_a03\_dt\_enus

#### ■ Microsoft Office 2010 New Features for Users Migrating from Office 2003

- The New Office 2010 Interface, Word 2010, and Excel 2010 .....mo\_nfum\_a01\_dt\_enus
- Outlook 2010 and Collaboration in Office 2010.....mo\_nfum\_a02\_dt\_enus
- New Features for PowerPoint, Publisher, and Access in Office 2010 .....mo\_nfum\_a03\_dt\_enus

#### ■ Microsoft Office 2010: Beginning Word

- Getting Started with Word 2010 ....mo\_bwrd\_a01\_dt\_enus
- Formatting and Working with Text in Word 2010.....mo\_bwrd\_a02\_dt\_enus
- Organizing and Arranging Text in Word 2010 mo\_bwrd\_a03\_dt\_enus
- Moving Around in Word 2010 .....mo\_bwrd\_a04\_dt\_enus
- Structuring Word 2010 Documents mo\_bwrd\_a05\_dt\_enus
- Reviewing Documents in Word 2010 mo\_bwrd\_a06\_dt\_enus
- Saving, Sharing, and Printing in Word 2010 mo\_bwrd\_a07\_dt\_enus
- Customizing the Behavior and Appearance of Word 2010 .....mo\_bwrd\_a08\_dt\_enus

### ■ Microsoft Office 2013: Beginning Excel

- Creating Workbooks, Worksheets, and Data in Excel 2013 ..... mo\_bgel\_a01\_dt\_enus
- Saving and Printing Data in Excel 2013 mo\_bgel\_a02\_dt\_enus
- Formatting Cells and Worksheets in Excel 2013 ..... mo\_bgel\_a03\_dt\_enus
- Formatting Data in Excel 2013 ..... mo\_bgel\_a04\_dt\_enus
- Presenting Data using Conditional Formatting and Sparklines in Excel 2013..... mo\_bgel\_a05\_dt\_enus
- Performing Calculations Using Functions in Excel 2013 ..... mo\_bgel\_a06\_dt\_enus
- Presenting Data in Tables and Charts in Excel 2013 ..... mo\_bgel\_a07\_dt\_enus

### ■ Microsoft Office 2013: Beginning Outlook

- Working with E-mail in Outlook 2013 mo\_bgou\_a01\_dt\_enus
- Managing E-mail in Outlook 2013 mo\_bgou\_a02\_dt\_enus
- Working with Contacts in Outlook 2013 mo\_bgou\_a03\_dt\_enus
- Scheduling with Appointments, Events, and Tasks in Outlook 2013..... mo\_bgou\_a04\_dt\_enus

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<b>Microsoft SharePoint 2010 for End Users</b>	Working with Contacts in Outlook 2010 mo bout_a07_dt_enus
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<b>Microsoft SharePoint 2010: New Features for Power Users</b>	
Microsoft SharePoint 2010: New Features for Power Users..... mo_nspp_a01_dt_enus	
<b>Microsoft SharePoint 2010 for Power Users</b>	
Managing SharePoint 2010 Sites, Lists, and Libraries ..... mo_ospp_a01_dt_enus	Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010 .....mo_awrd_a01_dt_enus
Managing SharePoint 2010 Pages and Components..... mo_ospp_a02_dt_enus	Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010mo_awrd_a02_dt_enus
SharePoint 2010 Security and Business Intelligence .....	Forms, Fields, and Mail Merge in Word 2010 mo_awrd_a03_dt_enus
Intelligence ..... mo_ospp_a03_dt_enus	Managing, Inspecting, and Recovering Word 2010 Documents.....mo_awrd_a04_dt_enus
<b>Microsoft Office 2010: Beginning Excel</b>	Creating and Formatting Tables in Word 2010 mo_awrd_a05_dt_enus
Getting Started with Excel 2010 .....mo_bexl_a01_dt_enus	Manipulating Tables in Word 2010 mo_awrd_a06_dt_enus
Applying Basic Data Formatting in Excel 2010 mo_bexl_a02_dt_enus	Embedding Charts and Tables into Word 2010 mo_awrd_a07_dt_enus
Moving and Getting Around in Excel 2010 mo_bexl_a03_dt_enus	
Moving Data and Modifying Worksheets in Excel 2010 .....mo_bexl_a04_dt_enus	
Saving, Sending, and Printing Excel 2010 Workbooks .....	<b>Microsoft Office 2010: Advanced Excel</b>
Workbooks .....mo_bexl_a05_dt_enus	Customizing Visual Elements in Excel 2010 mo_aexl_a01_dt_enus
Using Conditional Formatting, Tables, and Sparklines in Excel 2010 .....mo_bexl_a06_dt_enus	Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010mo_aexl_a02_dt_enus
Reviewing and Protecting Content in Excel 2010 .....mo_bexl_a07_dt_enus	Organizing Data and Objects in Excel 2010 mo_aexl_a03_dt_enus
Using Basic Formulas in Excel 2010 mo_bexl_a08_dt_enus	Verifying Excel 2010 Data and Formulas mo_aexl_a04_dt_enus
Using Basic Functions with Excel 2010 mo_bexl_a09_dt_enus	Automating Excel 2010 Tasks Using Macros mo_aexl_a05_dt_enus
Inserting Basic Charts in Excel 2010 mo_bexl_a10_dt_enus	Analyzing Data with What-if Analysis in Excel 2010 .....mo_aexl_a06_dt_enus
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Getting Started with Outlook 2010 mo bout_a01_dt_enus	
Managing Conversations and Organizing E-mail in Outlook 2010 .....mo bout_a02_dt_enus	<b>Microsoft Office 2010: Advanced Outlook</b>
Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010 .... mo bout_a03_dt_enus	Formatting E-mail and Configuring Message Options in Outlook 2010 .....mo_aout_a01_dt_enus
	Customizing Outlook 2010 and Managing Accounts .....mo_aout_a02_dt_enus
	Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010mo_aout_a03_dt_enus
	Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010mo_aout_a04_dt_enus
	Data Files, Archiving, and Send/Receive Groups in Outlook 2010 .....mo_aout_a05_dt_enus
	Implementing Security with Outlook 2010 mo_aout_a06_dt_enus
	Accessing Exchange Remotely and Using Forms in Outlook 2010.....mo_aout_a07_dt_enus

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### ■ Microsoft Office 2010: Beginning PowerPoint

- Getting Started with PowerPoint 2010 mo\_bppt\_a01\_dt\_enus  
Visually Enhancing PowerPoint 2010  
Presentations ..... mo\_bppt\_a02\_dt\_enus  
Adding Images to Presentations in PowerPoint 2010 ..... mo\_bppt\_a03\_dt\_enus  
Using Multimedia and Animations in PowerPoint 2010..... mo\_bppt\_a04\_dt\_enus

### ■ Microsoft Office 2010: Advanced PowerPoint

- Using Advanced Slide Show Tools in PowerPoint 2010..... mo\_appt\_a01\_dt\_enus  
Collaborating and Sharing Presentations in PowerPoint 2010..... mo\_appt\_a02\_dt\_enus

### ■ Microsoft Office 2010: Beginning Access

- Getting Started with Access 2010 .mo\_bacc\_a01\_dt\_enus  
Creating Basic Tables in Access 2010 mo\_bacc\_a02\_dt\_enus  
Data Manipulation and Simple Relationships in Access 2010.....mo\_bacc\_a03\_dt\_enus  
Introduction to Forms in Access 2010 mo\_bacc\_a04\_dt\_enus  
Modifying Basic Forms in Access 2010 mo\_bacc\_a05\_dt\_enus  
Introduction to Queries in Access 2010 mo\_bacc\_a06\_dt\_enus  
Introduction to Reports in Access 2010 mo\_bacc\_a07\_dt\_enus

### ■ Microsoft Office 2010: Beginning Project

- Introduction to Project Management using Project 2010 ..... mo\_bprj\_a01\_dt\_enus  
Introduction to Project 2010 ..... mo\_bprj\_a02\_dt\_enus  
Initializing a Project with Project 2010 mo\_bprj\_a03\_dt\_enus  
Defining Project Properties in Project 2010 mo\_bprj\_a04\_dt\_enus  
Building a Schedule with Project 2010 mo\_bprj\_a05\_dt\_enus  
Creating Resources in Project 2010 mo\_bprj\_a06\_dt\_enus  
Managing Resource Assignments with Project 2010 ..... mo\_bprj\_a07\_dt\_enus  
Monitoring Schedule Performance with Project 2010 ..... mo\_bprj\_a08\_dt\_enus  
Communicating Project Information with Project 2010 ..... mo\_bprj\_a09\_dt\_enus

### ■ Microsoft Office 2010: Advanced Access

- Advanced Importing and Exporting with Access 2010 .....mo\_aacc\_a01\_dt\_enus  
PivotTables and PivotCharts in Access 2010 mo\_aacc\_a02\_dt\_enus  
Retrieving, Validating, and Attaching Data in Access 2010.....mo\_aacc\_a03\_dt\_enus

- Subforms, Subreports, and Conditional Formatting in Access 2010.....mo\_aacc\_a04\_dt\_enus  
Joins, SQL, and Action Queries in Access 2010 .....mo\_aacc\_a05\_dt\_enus  
Using Access 2010 with SharePoint and Access Services .....mo\_aacc\_a06\_dt\_enus  
Access 2010 Macros and VBA .....mo\_aacc\_a07\_dt\_enus  
Optimizing, Securing, and Sharing Access 2010 Databases.....mo\_aacc\_a08\_dt\_enus

### ■ Microsoft Office 2010: Power User Excel

- Sharing Excel 2010 Workbooks Online and on a Network.....mo\_pexl\_a01\_dt\_enus  
Using Excel 2010 to Collaborate Online and with Other Office Applications.....mo\_pexl\_a02\_dt\_enus  
Using Lookup, Reference, Math, and Text Functions in Excel 2010 .....mo\_pexl\_a03\_dt\_enus  
Manipulating Formulas and Using Forms in Excel 2010 .....mo\_pexl\_a04\_dt\_enus  
Using Excel 2010 Data Connections: Web Queries, XML, and Databases .....mo\_pexl\_a05\_dt\_enus

### ■ Microsoft Office 2010: Advanced Project

- Advanced Customizing with Project 2010 mo\_aprj\_a01\_dt\_enus  
Advanced Tools for Managing Multiple Projects with Project 2010.....mo\_aprj\_a02\_dt\_enus  
Advanced Resource Management with Project 2010 .....mo\_aprj\_a03\_dt\_enus  
Advanced Scheduling Management with Project 2010 .....mo\_aprj\_a04\_dt\_enus  
Advanced Reporting and Management Tools in Project 2010.....mo\_aprj\_a05\_dt\_enus

### ■ Microsoft Office 2010: Beginning Visio

- Getting Started with Visio 2010 ..... mo\_bvis\_a01\_dt\_enus  
Working with Diagrams in Visio 2010 mo\_bvis\_a02\_dt\_enus  
Collaboration, Evaluation and Printing in Visio 2010 ..... mo\_bvis\_a03\_dt\_enus

### ■ Microsoft OneNote 2010 for End Users

- Microsoft Office 2010: Managing Information with OneNote .....mo\_onel\_a01\_dt\_enus  
Microsoft Office 2010: Sharing Information with OneNote .....mo\_onel\_a02\_dt\_enus

### ■ Microsoft Office 2010: Lync for End Users

- Microsoft Office 2010: Getting Started with Lync .....mo\_lync\_a01\_dt\_enus

# DESKTOP SKILLS COURSEWARE

Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration.....mo\_lync\_a02\_dt\_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE FOR MAC 2011

#### ■ Microsoft Office: Beginning Word for Mac 2011

Microsoft Word for Mac 2011: Getting Started om\_bwmc\_a01\_dt\_enus

Microsoft Word for Mac 2011: Formatting and Working with Text.....om\_bwmc\_a02\_dt\_enus

Microsoft Word for Mac 2011: Structuring and Organizing Documents.....om\_bwmc\_a03\_dt\_enus

Microsoft Word for Mac 2011: Moving Around a Document.....om\_bwmc\_a04\_dt\_enus

Microsoft Word for Mac 2011: Adding and Formatting Images .....om\_bwmc\_a05\_dt\_enus

Microsoft Word for Mac 2011: Creating and Formatting Tables .....om\_bwmc\_a06\_dt\_enus

Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking .....om\_bwmc\_a07\_dt\_enus

#### ■ Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started.....om\_bemc\_a01\_dt\_enus

Microsoft Excel for Mac 2011: Applying Basic Data Formatting .....om\_bemc\_a02\_dt\_enus

Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks om\_bemc\_a03\_dt\_enus

Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets.....om\_bemc\_a04\_dt\_enus

Microsoft Excel for Mac 2011: Using Basic Formulas .....om\_bemc\_a05\_dt\_enus

Microsoft Excel for Mac 2011: Using Basic Functions.....om\_bemc\_a06\_dt\_enus

Microsoft Excel for Mac 2011: Inserting Basic Charts.....om\_bemc\_a07\_dt\_enus

Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks om\_bemc\_a08\_dt\_enus

#### ■ Microsoft Office: Beginning Outlook for Mac 2011

Microsoft Outlook for Mac 2011: Getting Started.....om\_bomc\_a01\_dt\_enus

Microsoft Outlook for Mac 2011: Managing Conversations and E-mail .....om\_bomc\_a02\_dt\_enus

Microsoft Outlook for Mac 2011: Mastering E-mail.....om\_bomc\_a03\_dt\_enus

Microsoft Outlook for Mac 2011: Scheduling with the Calendar .....om\_bomc\_a04\_dt\_enus

Microsoft Outlook for Mac 2011: Managing Contacts.....om\_bomc\_a05\_dt\_enus

Moving Beyond E-mail to Maximize Microsoft Outlook's Potential .....om\_bomc\_a06\_dt\_enus

#### ■ Microsoft Office: Beginning PowerPoint for Mac 2011

Microsoft PowerPoint for Mac 2011: Getting Started .....om\_bpmc\_a01\_dt\_enus

Microsoft PowerPoint for Mac 2011: Adding Simple Presentation Enhancementsom\_bpmc\_a02\_dt\_enus

Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation.....om\_bpmc\_a03\_dt\_enus

Microsoft PowerPoint for Mac 2011: Animations and Presentation Toolsom\_bpmc\_a04\_dt\_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE 2007

#### ■ Microsoft Office 2007: New Features

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Sharing and Collaboration in Microsoft Office Enterprise 2007 ..... 240019\_ENG

#### ■ Microsoft Office 2007: Beginning Word

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Working with Text and Paragraphs in Word 2007 .....mo\_bgwd\_a02\_dt\_enus

Structuring, Editing, Saving, and Opening Documents in Word 2007.....mo\_bgwd\_a03\_dt\_enus

Printing, Help, and Automated Formatting in Word 2007 .....mo\_bgwd\_a04\_dt\_enus

Working with Documents in Word 2007 mo\_bgwd\_a05\_dt\_enus

#### ■ Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007 mo\_adwd\_a01\_dt\_enus

Advanced Document Navigation and Document Reviews in Word 2007 .....mo\_adwd\_a02\_dt\_enus

Using Tables, Charts, and Graphics in Word 2007 .....mo\_adwd\_a03\_dt\_enus

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## ■ Microsoft Office 2007: Word for the Power User

- Advanced Data Manipulation Features in Word  
2007 .....mo\_wdpu\_a01\_dt\_enus
- Advanced Document Features in Word 2007 mo\_wdpu\_a02\_dt\_enus
- Collaborative Features in Word 2007 mo\_wdpu\_a03\_dt\_enus

## ■ Microsoft Office 2007: Beginning Excel

- Getting Started with Excel 2007 ... mo\_bgex\_a01\_dt\_enus
- Manipulating and Formatting Data and Worksheets in Excel 2007 ..... mo\_bgex\_a02\_dt\_enus
- Reviewing and Printing in Excel 2007 mo\_bgex\_a03\_dt\_enus
- Excel 2007 Formulas and Functions mo\_bgex\_a04\_dt\_enus
- Excel 2007 Charts, Pictures, Themes, and Styles ..... mo\_bgex\_a06\_dt\_enus

## ■ Microsoft Office 2007: Advanced Excel

- Advanced Formatting in Excel 2007 mo\_adex\_a01\_dt\_enus
- Advanced Data Management in Excel 2007 mo\_adex\_a02\_dt\_enus
- Advanced Customization in Excel 2007 mo\_adex\_a03\_dt\_enus

## ■ Microsoft Office 2007: Excel for the Power User

- Analyzing Data in Excel 2007 ..... mo\_expu\_a01\_dt\_enus
- Protecting and Sharing Excel 2007 Workbooks mo\_expu\_a02\_dt\_enus
- Exchanging Data with Excel 2007 mo\_expu\_a03\_dt\_enus

## ■ Microsoft Office 2007: Beginning PowerPoint

- Getting Started with PowerPoint 2007 mo\_bgpp\_a01\_dt\_enus
- Adding Graphics to Presentations in PowerPoint 2007 ..... mo\_bgpp\_a02\_dt\_enus
- Adding Multimedia and Animations to Presentations in PowerPoint 2007 mo\_bgpp\_a03\_dt\_enus

## ■ Microsoft Office 2007: Advanced PowerPoint

- Creating Custom Slide Shows in PowerPoint 2007 ..... mo\_adpp\_a01\_dt\_enus
- Distributing Presentations in PowerPoint 2007 ..... mo\_adpp\_a02\_dt\_enus

## ■ Microsoft Office 2007: Beginning Outlook

- Getting Started with Outlook 2007 mo\_bgol\_a01\_dt\_enus
- Formatting and Managing E-mail in Outlook 2007 ..... mo\_bgol\_a02\_dt\_enus
- Using the Calendar in Outlook 2007 mo\_bgol\_a03\_dt\_enus
- Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007 mo\_bgol\_a04\_dt\_enus

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## ■ Microsoft Office 2007: Advanced Outlook

- Customizing Outlook 2007 and Using the Journal ..... mo\_adol\_a01\_dt\_enus
- Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007 ..... mo\_adol\_a02\_dt\_enus
- Working with SharePoint, Calendars, and Forms in Outlook 2007 ..... mo\_adol\_a03\_dt\_enus

## ■ Microsoft Office 2007: Outlook for the Power User

- Data Security, Archiving, and Working Offline in Outlook 2007 ..... mo\_olpu\_a01\_dt\_enus
- Instant, Text, and Unified Messaging in Outlook 2007 ..... mo\_olpu\_a02\_dt\_enus
- Business Contact Manager with Outlook 2007 mo\_olpu\_a03\_dt\_enus

## ■ Microsoft Office 2007: Beginning Access

- Getting Started with Access 2007 .mo\_bgac\_a01\_dt\_enus
- Basic Access 2007 Tables ..... mo\_bgac\_a02\_dt\_enus
- Basic Access 2007 Forms ..... mo\_bgac\_a03\_dt\_enus
- Queries and Reports in Access 2007 mo\_bgac\_a04\_dt\_enus

## ■ Microsoft Office 2007: Advanced Access

- Importing and Exporting Data and Data Presentation in Access 2007 ..... mo\_adax\_a01\_dt\_enus
- Advanced Data Management in Access 2007 mo\_adax\_a02\_dt\_enus

## ■ Microsoft Office 2007: Access for the Power User

- Programmability and Administration in Access 2007 ..... mo\_acpu\_a01\_dt\_enus
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## ■ Microsoft Office 2007: Beginning Visio

- Creating Visio 2007 Diagrams ..... mo\_bgvs\_a01\_dt\_enus
- Enhancing and Customizing Diagrams in Visio 2007 ..... mo\_bgvs\_a02\_dt\_enus
- Collaborating and Using Visio 2007 With Other Programs ..... mo\_bgvs\_a03\_dt\_enus

## ■ Microsoft Office 2007: Beginning Project

- Creating and Designing a Project with Project 2007 ..... mo\_bgpr\_a01\_dt\_enus

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### ■ Microsoft Office 2007: Advanced Project

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### MICROSOFT WINDOWS 7

#### ■ Microsoft Windows 7: First Look for End Users

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#### ■ Microsoft Windows 7: End User

Getting Started with Windows 7 . mw\_mweu\_a01\_dt\_enus  
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### ■ Microsoft Office 2007: Publisher

Creating Customized Publications with Publisher 2007 ..... mo\_pblr\_a01\_dt\_enus  
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### MICROSOFT WINDOWS XP FOR END USERS

#### ■ Microsoft Windows XP: Getting Started

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#### ■ Microsoft Windows XP for Beginners

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### ■ Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

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### ■ Microsoft Office 2007: Outlook Web Access

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#### ■ QuickBooks Pro 2009 Fundamentals

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### ■ Microsoft Office Live Meeting 2007 for End Users

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### MICROSOFT WINDOWS 8

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### ■ Optimizing Your Work/Life Balance

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## ■ Interviewing Strategies for the Interviewee

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## ■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

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## ■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

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# SALES AND CUSTOMER FACING SKILLS

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## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

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## LEGAL COMPLIANCE COURSEWARE

### LEGAL COMPLIANCE COURSEWARE

#### COMPLIANCE

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Global Privacy and Information Security lchr\_01\_a51\_lc\_enus  
PCI Compliance Essentials .....lchr\_01\_a54\_lc\_enus  
Anti-Money Laundering: An Overview lchr\_01\_a56\_lc\_enus  
Global Insider Dealing .....lchr\_01\_a57\_lc\_enus  
Global Conflicts of Interest .....lchr\_01\_a58\_lc\_enus  
The Internet, Social Media, and Electronic Communication .....lchr\_01\_a63\_lc\_enus  
Union Awareness .....lchr\_01\_a64\_lc\_enus  
Interviewing: Doing it Right .....lchr\_01\_a65\_lc\_enus  
Business Ethics .....lchr\_01\_a68\_lc\_enus  
EEO and Lawful Hiring .....lchr\_01\_a70\_lc\_enus  
Procurement Integrity .....lchr\_01\_a72\_lc\_enus  
Government Contracting Essentials .lchr\_01\_a75\_lc\_enus  
Canadian Antitrust .....lchr\_01\_a78\_lc\_enus  
Ethical Decision Making .....LCO0100  
Conflict of Interest .....LCO010S  
Interviewing/Hiring Practices (single scenario) .....LCO0110

Insider Trading (single scenario) ..... LCO011S  
Workplace Diversity Awareness ..... LCHR001A  
US Antitrust .....lchr\_01\_a41\_lc\_enus  
Global Antitrust .....lchr\_01\_a50\_lc\_enus  
A Manager's Guide to Diversity, Inclusion, and Accommodation .....lchr\_01\_a52\_lc\_enus  
A Manager's Guide to Discipline and Documentation.....lchr\_01\_a53\_lc\_enus  
Bullying and Violence in the Workplace lchr\_01\_a55\_lc\_enus  
EU Antitrust .....lchr\_01\_a60\_lc\_enus  
The AODA: Customer Service and Accessibility Standard .....lchr\_01\_a67\_lc\_enus  
Preventing Harassment and Violence in the Canadian Workplace.....lch\_01\_a21\_lc\_enus  
FMLA Leave and More: An Overview of Legally Protected Leave.....lchr\_01\_a73\_lc\_enus  
Record Retention .....lchr\_01\_a77\_lc\_enus  
Title IX for Higher Education .....lchr\_01\_a79\_lc\_enus  
Supply Chain Transparency .....lchr\_01\_a80\_lc\_enus  
US Export Controls .....lchr\_01\_a81\_lc\_enus  
FERPA for Higher Education .....lchr\_01\_a85\_lc\_enus  
Financial Integrity .....lchr\_01\_a86\_lc\_enus  
The AODA: Integrated Accessibility Standards lchr\_01\_a90\_lc\_enus

##### ■ Harassment

Workplace Harassment Prevention for Managers  
– Multi-State Edition .....lch\_01\_a08\_lc\_enus  
Workplace Harassment Prevention for Employees .....lch\_01\_a11\_lc\_enus  
Preventing Harassment in the Global Workplace – Employee Edition .....lch\_01\_a18\_lc\_enus  
Preventing Harassment in the Global Workplace – Manager Edition .....lch\_01\_a19\_lc\_enus  
Dealing with Sexual Harassment Simulation .....LCO0200  
Managing Sexual Harassment Problems Simulation ..... LCO020S  
Managing Workplace Harassment Complaints ...LCO020T  
Harassment Prevention for Employees - Higher Education Edition .....lch\_01\_a12\_lc\_enus  
Harassment Prevention for Managers - Higher Education Edition .....lch\_01\_a13\_lc\_enus  
Harassment Prevention for Employees - State and Local Government Edition .....lch\_01\_a14\_lc\_enus  
Sexual Harassment Prevention for Employees lch\_01\_a16\_lc\_enus  
Workplace Harassment Prevention for Managers lch\_01\_a17\_lc\_enus  
Harassment Prevention for Managers - State and Local Government Sector Edition lch\_01\_a15\_lc\_enus

## LEGAL COMPLIANCE COURSEWARE

### HIPAA

HIPAA Privacy Essentials .....lchp\_01\_a01\_lc\_enus  
HIPAA - Privacy Rule for Business Associates lchp\_01\_a02\_lc\_enus  
HIPAA - Privacy Rule for Covered Entities lchp\_01\_a03\_lc\_enus  
HIPAA - Security Rule for Business  
Associates.....lchp\_01\_a04\_lc\_enus  
HIPAA - Security Rule for Covered Entities lchp\_01\_a05\_lc\_enus

### Title 31

Title 31: Introduction .....mind\_13\_a01\_lc\_enus  
Title 31: Identifying Suspicious Activity mind\_13\_a02\_lc\_enus  
Title 31: Filling Out CTRCs .....mind\_13\_a03\_lc\_enus

### Compliance Impact Series

COMPLIANCE IMPACT: Information Security –  
The Break-In .....\_pc\_bi\_lcbi003  
COMPLIANCE IMPACT: Respectful Workplace –  
Reuben's Story.....\_pc\_bi\_lcbi001  
COMPLIANCE IMPACT: Antitrust – Rigging the  
Bid.....\_pc\_bi\_lcbi002  
COMPLIANCE IMPACT: Insider Dealing – The  
Tipping Point .....\_pc\_bi\_lcbi004  
COMPLIANCE IMPACT: Conflict of Interest –  
Just Helping a Friend .....\_pc\_bi\_lcbi005  
COMPLIANCE IMPACT: Reasonable Accommodation  
– The Ask.....\_pc\_bi\_lcbi006  
COMPLIANCE IMPACT: Bribery – The Shipment \_pc\_bi\_lcbi011  
COMPLIANCE IMPACT: Using the Internet –  
Beware the Share.....\_pc\_bi\_lcbi007  
COMPLIANCE IMPACT: Business Ethics –  
Adjusting the Figures.....\_pc\_bi\_lcbi008  
COMPLIANCE IMPACT: PCI – Verifying the  
Transaction .....\_pc\_bi\_lcbi009  
COMPLIANCE IMPACT: Workplace Violence – The  
Warning Signs.....\_pc\_bi\_lcbi010

## FEDERAL GOVERNMENT INDUSTRY

### FEDERAL GOVERNMENT INDUSTRY

#### FEDERAL GOVERNMENT INDUSTRY

#### FEDERAL COMPLIANCE

##### ■ Federal Government Legal Compliance

Federal Budgeting Process .....fgov\_01\_a08\_bs\_enus  
The No FEAR Act .....fgov\_01\_a17\_lc\_enus  
The US Constitution .....fgov\_01\_a18\_lc\_enus  
Sexual Harassment Prevention for Federal Employees .....fgov\_01\_a19\_lc\_enus  
Accessibility and Section 508 Awareness fgov\_01\_a20\_lc\_enus  
Workplace Safety .....fgov\_01\_a21\_lc\_enus  
Government Ethics .....fgov\_01\_a22\_lc\_enus  
Proper Use of Government Charge Cards fgov\_01\_a23\_lc\_enus  
Federal HR Flexibilities .....fgov\_01\_a24\_lc\_enus  
Privacy Awareness .....fgov\_01\_a26\_lc\_enus  
Telework for Government Employees fgov\_01\_a28\_lc\_enus  
Sexual Harassment Prevention for Federal Managers .....fgov\_01\_a29\_lc\_enus  
Reasonable Accommodation for the Federal Workplace .....fgov\_01\_a31\_lc\_enus  
USERRA: An Overview .....fgov\_01\_a32\_lc\_enus  
Information Security Awareness .....fgov\_01\_a25\_lc\_enus  
Pre-retirement Planning for FERS ...fgov\_01\_a27\_lc\_enus  
The Plain Writing Act .....fgov\_01\_a30\_lc\_enus

## LIVE LEARNING ALL ACCESS BUNDLES

### LIVE LEARNING ALL ACCESS BUNDLES

#### LIVE LEARNING ALL ACCESS

##### CISCO SYSTEMS

###### ■ Routing and Switching

- Implementing Cisco IP Routing (ROUTE) v1.0  
Expert Live with Encore ..... LLCS0064
- Implementing Cisco IP Switched Networks  
(SWITCH) Expert Live with Encore ..... LLCS0065
- Troubleshooting and Maintaining Cisco IP  
Networks (TSHOOT) Expert Live with Encore ... LLCS0066
- Interconnecting Cisco Network Devices Part 1  
(ICND1) 1.1 Expert Live with Encore ..... LLCS0077
- Interconnecting Cisco Network Devices Part 2  
(ICND2) 1.1 Expert Live with Encore ..... LLCS0078
- Interconnecting Cisco Network Devices Part 1  
(ICND1) 2.0 Expert Live with Encore ..... LLCS0084
- Interconnecting Cisco Network Devices Part 2  
(ICND2) 2.0 Expert Live with Encore ..... LLCS0085

###### ■ Voice

- Implementing Cisco Voice Communications and  
QoS (CVOICE) v8 Expert Live with Encore ..... LLCS0068
- Introducing Cisco Voice and Unified  
Communications Administration (ICOMM) v8  
Expert Live with Encore ..... LLCS0067
- Implementing Cisco Unified Communication  
Manager, Part 1 (CIPT1) v8 Expert Live with  
Encore ..... LLCS0071
- Implementing Cisco Unified Communication  
Manager, Part 2 (CIPT2) v8 Expert Live with  
Encore ..... LLCS0072
- Integrating Cisco Unified Communications  
Applications (CAPPS) v8 Expert Live with  
Encore ..... LLCS0074
- Troubleshooting Cisco Unified Communications  
(TVOICE) v8 Expert Live with Encore ..... LLCS0076

###### ■ Security

- Securing Networks with Cisco Routers and  
Switches (SECURE) v1.0 Expert Live with  
Encore ..... LLCS0069
- Implementing Cisco Intrusion Prevention  
System (IPS) v7 Expert Live with Encore ..... LLCS0075
- Deploying Cisco ASA Firewall Solutions  
(FIREWALL) 2.0 Expert Live with Encore ..... LLCS0080
- Deploying Cisco ASA VPN Solutions (VPN) 2.0  
Expert Live with Encore ..... LLCS0081

Implementing Cisco IOS Network Security  
(IINS) 2.0 Expert Live with Encore ..... LLCS0082

###### ■ Design

DESGN 2.1 Encore ..... LLCS0079

###### ■ Data Center

- Implementing Cisco Data Center Unified  
Computing (DCUCI) v5.0 Expert Encore ..... LLCS0087
- Implementing Cisco Data Center Unified  
Fabric (DCUFI) v4.0 Expert Encore ..... LLCS0083

#### LIVE LEARNING ALL ACCESS

##### (ISC)2

###### ■ Security

- Certified Information Systems Security  
Professional Pt. 1 (CISSP) (2012) Expert  
Encore ..... LLIS0005
- Certified Information Systems Security  
Professional Pt. 2 (CISSP) (2012) Expert  
Encore ..... LLIS0006

#### LIVE LEARNING ALL ACCESS

##### MICROSOFT TECHNICAL

###### ■ Microsoft Windows Server 2012

- Installing and Configuring Microsoft Windows  
Server 2012 Expert Live with Encore ..... LLMS0049
- Administering Microsoft Windows Server 2012  
Expert Live with Encore ..... LLMS0050
- Configuring Advanced Windows Server 2012  
Services Expert Live with Encore ..... LLMS0051
- Designing and Implementing a Server  
Infrastructure Expert Live with Encore ..... LLMS0052

###### ■ Client Operating Systems

- Configuring Microsoft Windows 7 Expert Live  
with Encore ..... LLMS0036
- Configuring Microsoft Windows 8 Expert Live  
with Encore ..... LLMS0048

###### ■ Microsoft Back Office

- Implementing and Maintaining Microsoft SQL  
Server 2008 R2 Expert Live with Encore ..... LLMS0033

## LIVE LEARNING ALL ACCESS BUNDLES

Configuring Microsoft Exchange Server 2010  
SP1 Expert Live with Encore .....LLMS0031

CompTIA Security+ 2011: Securing  
Applications, Virtualization, & Cloud  
Computing .....cs\_styp\_a09\_it\_enus  
CompTIA Security+ 2011: BC, DR, Security  
Training, and Forensics .....cs\_styp\_a10\_it\_enus

## LIVE LEARNING ALL ACCESS

### VMWARE

#### vSphere

Datacenter Virtualization with vSphere 5:  
Part 1 Expert Live with Encore .....LLVM0001  
Datacenter Virtualization with vSphere 5:  
Design and Optimization Expert Live with  
Encore .....LLVM0003  
vSphere 5.1 ICM Part Two Expert Live with  
Encore .....LLVM0005  
Datacenter Virtualization with vSphere 5:  
Part 2 Expert Live with Encore .....LLVM0002

#### vCloud

vSphere 5.1 ICM Part One Expert Live with  
Encore .....LLVM0004

## LIVE LEARNING ALL ACCESS CISCO

### CISCO SYSTEMS

#### Routing and Switching

Implementing Cisco IP Routing (ROUTE) v1.0  
Expert Live with Encore .....LLCS0064  
Implementing Cisco IP Switched Networks  
(SWITCH) Expert Live with Encore .....LLCS0065  
Troubleshooting and Maintaining Cisco IP  
Networks (TSHOOT) Expert Live with Encore ... LLCS0066  
Interconnecting Cisco Network Devices Part 1  
(ICND1) 1.1 Expert Live with Encore .....LLCS0077  
Interconnecting Cisco Network Devices Part 2  
(ICND2) 1.1 Expert Live with Encore .....LLCS0078  
Interconnecting Cisco Network Devices Part 1  
(ICND1) 2.0 Expert Live with Encore .....LLCS0084  
Interconnecting Cisco Network Devices Part 2  
(ICND2) 2.0 Expert Live with Encore .....LLCS0085

#### Voice

Implementing Cisco Voice Communications and  
QoS (CVOICE) v8 Expert Live with Encore .....LLCS0068

## LIVE LEARNING ALL ACCESS BUNDLES

Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore.....	LLCS0067
Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore.....	LLCS0071
Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore.....	LLCS0072
Integrating Cisco Unified Communications Applications (CAPPS) v8 Expert Live with Encore.....	LLCS0074
Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore .....	LLCS0076

## COMPTIA

### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore .....	LLCT0011
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## LIVE LEARNING ALL ACCESS MICROSOFT

### MICROSOFT TECHNICAL

#### ■ Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Live with Encore.....	LLMS0049
Administering Microsoft Windows Server 2012 Expert Live with Encore .....	LLMS0050
Configuring Advanced Windows Server 2012 Services Expert Live with Encore.....	LLMS0051
Designing and Implementing a Server Infrastructure Expert Live with Encore .....	LLMS0052

#### ■ Client Operating Systems

Configuring Microsoft Windows 7 Expert Live with Encore .....	LLMS0036
Configuring Microsoft Windows 8 Expert Live with Encore .....	LLMS0048

#### ■ Microsoft Back Office

Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore .....	LLMS0033
Configuring Microsoft Exchange Server 2010 SP1 Expert Live with Encore.....	LLMS0031

#### ■ Microsoft Windows Server 2008

Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Live with Encore .....	LLMS0047
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#### ■ SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore .....	LLMS0043
Configuring Microsoft SharePoint 2010 Expert Encore .....	LLMS0045

## LIVE LEARNING ALL ACCESS MICROSOFT

### COMPTIA

### ■ Security

Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Live with Encore.....	LLCS0069
Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Live with Encore.....	LLCS0075
Deploying Cisco ASA Firewall Solutions (FIREWALL) 2.0 Expert Live with Encore .....	LLCS0080
Deploying Cisco ASA VPN Solutions (VPN) 2.0 Expert Live with Encore.....	LLCS0081
Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore .....	LLCS0082

### ■ Microsoft Windows Server 2012

DESGN 2.1 Encore .....	LLCS0079
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### ■ Data Center

Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore.....	LLCS0087
Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore.....	LLCS0083

## LIVE LEARNING ALL ACCESS CISCO (ISC)<sup>2</sup>

### ■ Security

Certified Information Systems Security Professional Pt. 1 (CISSP) (2012) Expert Encore.....	LLIS0005
Certified Information Systems Security Professional Pt. 2 (CISSP) (2012) Expert Encore.....	LLIS0006

## LIVE LEARNING ALL ACCESS CISCO

### ■ Networking

#### ■ CompTIA Network+ (2012 Edition) Expert Live with Encore .....

#### ■ Administering Microsoft Windows Server 2012 Expert Live with Encore .....

#### ■ Configuring Advanced Windows Server 2012 Services Expert Live with Encore.....

#### ■ Designing and Implementing a Server Infrastructure Expert Live with Encore .....

#### ■ Client Operating Systems

#### ■ Configuring Microsoft Windows 7 Expert Live with Encore .....

#### ■ Configuring Microsoft Windows 8 Expert Live with Encore .....

### ■ Microsoft Back Office

#### ■ Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore .....

#### ■ Configuring Microsoft Exchange Server 2010 SP1 Expert Live with Encore.....

### ■ Microsoft Windows Server 2008

#### ■ Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Live with Encore .....

### ■ SharePoint Server 2010

#### ■ Microsoft SharePoint 2010 Administration Expert Encore .....

#### ■ Configuring Microsoft SharePoint 2010 Expert Encore .....

## LIVE LEARNING ALL ACCESS BUNDLES

### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore ..... LLCT0011

### ■ Desktop Support

CompTIA A+ 2012 Expert Live with Encore ..... LLCT0016  
CompTIA A+ 220-802 Expert Encore ..... LLCT0018

### ■ Security

CompTIA Security+ Expert Encore ..... LLCT0017

## LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

### PROJECT MANAGEMENT

### ■ PMP Certification

Project Management Professional Certification (PMP) 5.0 (5th Ed Aligned) Expert Live with Encore.....LLPM0005  
Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore.....LLPM0004

### ■ Professional Development

Coaching Skills for Supervisors and Managers Expert Encore ..... LLPD0002

### ■ Skillsoft Courses

Leadership Essentials: Communicating Vision lead\_05\_a02\_bs\_enus  
Leadership Essentials: Building Your Influence as a Leader.....lead\_05\_a03\_bs\_enus  
Leadership Essentials: Leading with Emotional Intelligence .....lead\_05\_a04\_bs\_enus  
Leadership Essentials: Leading Innovation lead\_05\_a06\_bs\_enus  
Leadership Essentials: Leading Change lead\_05\_a07\_bs\_enus  
Leading Teams: Developing the Team and its Culture..... team\_03\_a03\_bs\_enus  
Leading Teams: Building Trust and Commitment team\_03\_a04\_bs\_enus  
Leading Teams: Fostering Effective Communication and Collaboration team\_03\_a05\_bs\_enus  
Leading Teams: Motivating and Optimizing Performance..... team\_03\_a06\_bs\_enus  
Leading Teams: Dealing with Conflict team\_03\_a07\_bs\_enus  
Leading Teams: Managing Virtual Teams team\_03\_a08\_bs\_enus  
Workplace Conflict: Recognizing and Responding to Conflict .....comm\_22\_a01\_bs\_enus

Workplace Conflict: Strategies for Resolving Conflicts .....comm\_22\_a02\_bs\_enus  
Negotiation Essentials: What Is Negotiation? comm\_24\_a01\_bs\_enus  
Negotiation Essentials: Communicating comm\_24\_a03\_bs\_enus  
Negotiation Essentials: Persuading comm\_24\_a04\_bs\_enus  
Problem Solving: Determining and Building Your Strengths .....pd\_12\_a02\_bs\_enus  
Problem Solving: Digging Deeper .....pd\_12\_a03\_bs\_enus  
Decision Making: Making Tough Decisions pd\_12\_a06\_bs\_enus  
Working with Difficult People: Identifying Difficult People .....comm\_23\_a01\_bs\_enus  
Working with Difficult People: How to Work with Negative People .....comm\_23\_a03\_bs\_enus  
Working with Difficult People: How to Work with Procrastinators .....comm\_23\_a04\_bs\_enus  
Working with Difficult People: How to Work with Self-serving People .....comm\_23\_a06\_bs\_enus  
Communicating Across Cultures .comm\_26\_a02\_bs\_enus  
Improving Communication in Cross-cultural Relationships .....comm\_26\_a03\_bs\_enus  
Getting Results without Direct Authority: Building Relationships and Credibilitycomm\_27\_a01\_bs\_enus  
Getting Results without Direct Authority: Reciprocity .....comm\_27\_a03\_bs\_enus  
Getting Results without Direct Authority: Persuasive Communication .....comm\_27\_a02\_bs\_enus  
Getting Results without Direct Authority: Influencing Your Boss .....comm\_27\_a04\_bs\_enus  
Principles of Accounting and Finance for Non-financial Professionals.....fin\_02\_a01\_bs\_enus  
The Essentials of Budgeting for Non-financial Professionals.....fin\_02\_a04\_bs\_enus  
Giving Feedback .....comm\_29\_a01\_bs\_enus  
Giving Constructive Criticism .....comm\_29\_a02\_bs\_enus  
Management Essentials: Directing Others mgmt\_15\_a01\_bs\_enus  
Management Essentials: Confronting Difficult Employee Behavior.....mgmt\_15\_a04\_bs\_enus  
Analyzing Data with What-if Analysis in Excel 2010 .....mo\_aexl\_a06\_dt\_enus  
PivotTables and PivotCharts in Excel 2010 mo\_aexl\_a07\_dt\_enus  
Managing Resource Assignments with Project 2010 .....mo\_bprj\_a07\_dt\_enus  
Monitoring Schedule Performance with Project 2010 .....mo\_bprj\_a08\_dt\_enus  
Communicating Project Information with Project 2010 .....mo\_bprj\_a09\_dt\_enus  
Preparing to Communicate Effectively at the 'C' Level .....comm\_31\_a01\_bs\_enus  
Techniques for Communicating Effectively with Senior Executives .....comm\_31\_a02\_bs\_enus  
Meeting the Needs of Your Experts mgmt\_21\_a01\_bs\_enus

## LIVE LEARNING ALL ACCESS BUNDLES

Overcoming Challenges When Managing Experts mgmt_21_a02_bs_enus	Datacenter Virtualization with vSphere 5: Part 2 Expert Live with Encore.....LLVM0002
Advanced Customizing with Project 2010 mo_aprj_a01_dt_enus	
Advanced Tools for Managing Multiple Projects with Project 2010.....mo_aprj_a02_dt_enus	
Advanced Resource Management with Project 2010 .....mo_aprj_a03_dt_enus	
Advanced Scheduling Management with Project 2010 .....mo_aprj_a04_dt_enus	
Advanced Reporting and Management Tools in Project 2010 .....mo_aprj_a05_dt_enus	
Managing Effective Business Meetings comm_32_a02_bs_enus	
Dealing with Common Meeting Problems comm_32_a03_bs_enus	
Managing Software Project Outsourcing: Preparing to Manage an Outsourced Projectproj_18_a01_bs_enus	
Managing Software Project Outsourcing: Developing a Vendor Contract .....proj_18_a02_bs_enus	
Managing Software Project Outsourcing: Dealing with Risks .....proj_18_a04_bs_enus	
Presenting Data using Conditional Formatting and Sparklines in Excel 2013 .....mo_bgel_a05_dt_enus	
Performing Calculations Using Functions in Excel 2013 .....mo_bgel_a06_dt_enus	
Presenting Data in Tables and Charts in Excel 2013 .....mo_bgel_a07_dt_enus	
Manipulating Data in Excel 2013 ... mo_adel_a03_dt_enus	
Data Search, Data Validation, and Macros in Excel 2013 .....mo_adel_a04_dt_enus	

## LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

### PROFESSIONAL DEVELOPMENT

#### ■ Professional Development

Coaching Skills for Supervisors and Managers Expert Encore .....	LLPD0002
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## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### VMWARE

#### ■ vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert Live with Encore .....	LLVM0001
Datacenter Virtualization with vSphere 5: Design and Optimization Expert Live with Encore.....	LLVM0003
vSphere 5.1 ICM Part Two Expert Live with Encore.....	LLVM0005

#### ■ vCloud

vSphere 5.1 ICM Part One Expert Live with Encore .....	LLVM0004
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## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### MICROSOFT TECHNICAL

#### ■ Microsoft Windows Server 2008 for All Access Virtualization

Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Live with Encore .....	LLMS0047
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## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### PMP COURSE

#### ■ PMP Certification

Project Management Professional Certification (PMP) 5.0 (5th Ed Aligned) Expert Live with Encore .....	LLPM0005
Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore .....	LLPM0004

## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### COMPTIA

#### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore .....	LLCT0011
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## LIVE LEARNING ALL ACCESS VIRTUALIZATION

### CISCO SYSTEMS FOR AA VIRTUALIZATION

## LIVE LEARNING ALL ACCESS BUNDLES

### ■ Routing and Switching for AA Virtualization

Interconnecting Cisco Network Devices Part 1  
(ICND1) 2.0 Expert Live with Encore..... LLCS0084

# SKILLSOFT LIVE LEARNING

## SKILLSOFT LIVE LEARNING

### INFORMATION TECHNOLOGY

#### CISCO SYSTEMS

##### ■ Routing and Switching

- Implementing Cisco IP Routing (ROUTE) v1.0  
Expert Live with Encore ..... LLCS0064
- Implementing Cisco IP Switched Networks  
(SWITCH) Expert Live with Encore ..... LLCS0065
- Troubleshooting and Maintaining Cisco IP  
Networks (TSHOOT) Expert Live with Encore ... LLCS0066
- Interconnecting Cisco Network Devices Part 1  
(ICND1) 1.1 Expert Live with Encore ..... LLCS0077
- Interconnecting Cisco Network Devices Part 2  
(ICND2) 1.1 Expert Live with Encore ..... LLCS0078
- Interconnecting Cisco Network Devices Part 1  
(ICND1) 2.0 Expert Live with Encore ..... LLCS0084
- Interconnecting Cisco Network Devices Part 2  
(ICND2) 2.0 Expert Live with Encore ..... LLCS0085

##### ■ Voice

- Implementing Cisco Voice Communications and  
QoS (CVOICE) v8 Expert Live with Encore ..... LLCS0068
- Introducing Cisco Voice and Unified  
Communications Administration (ICOMM) v8  
Expert Live with Encore ..... LLCS0067
- Implementing Cisco Unified Communication  
Manager, Part 1 (CIPT1) v8 Expert Live with  
Encore ..... LLCS0071
- Implementing Cisco Unified Communication  
Manager, Part 2 (CIPT2) v8 Expert Live with  
Encore ..... LLCS0072
- Integrating Cisco Unified Communications  
Applications (CAPPS) v8 Expert Live with  
Encore ..... LLCS0074
- Troubleshooting Cisco Unified Communications  
(TVOICE) v8 Expert Live with Encore ..... LLCS0076

##### ■ Security

- Securing Networks with Cisco Routers and  
Switches (SECURE) v1.0 Expert Live with  
Encore ..... LLCS0069
- Implementing Cisco Intrusion Prevention  
System (IPS) v7 Expert Live with Encore ..... LLCS0075
- Deploying Cisco ASA Firewall Solutions  
(FIREWALL) 2.0 Expert Live with Encore ..... LLCS0080
- Deploying Cisco ASA VPN Solutions (VPN) 2.0  
Expert Live with Encore ..... LLCS0081

Implementing Cisco IOS Network Security  
(IINS) 2.0 Expert Live with Encore ..... LLCS0082

##### ■ Design

DESGN 2.1 Encore ..... LLCS0079

##### ■ Data Center

- Implementing Cisco Data Center Unified  
Computing (DCUCI) v5.0 Expert Encore ..... LLCS0087
- Implementing Cisco Data Center Unified  
Fabric (DCUFI) v4.0 Expert Encore ..... LLCS0083

### INFORMATION TECHNOLOGY

#### (ISC)<sup>2</sup>

##### ■ Security

- Certified Information Systems Security  
Professional Pt. 1 (CISSP) (2012) Expert  
Encore ..... LLIS0005
- Certified Information Systems Security  
Professional Pt. 2 (CISSP) (2012) Expert  
Encore ..... LLIS0006

### INFORMATION TECHNOLOGY

#### COMPTIA

##### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live  
with Encore ..... LLCT0011

##### ■ Desktop Support

- CompTIA A+ 2012 Expert Live with Encore ..... LLCT0016
- CompTIA A+ 220-802 Expert Encore ..... LLCT0018

##### ■ Security

CompTIA Security+ Expert Encore ..... LLCT0017

##### ■ CompTIA Security+ 2011

- CompTIA Security+ 2011: Control Fundamentals  
and Security Threats ..... cs\_styp\_a01\_it\_enus
- CompTIA Security+ 2011: Network Protocols,  
Attacks, and Defenses ..... cs\_styp\_a02\_it\_enus
- CompTIA Security+ 2011: Securing Networks  
and Performing Security Assessments ..... cs\_styp\_a03\_it\_enus

# SKILLSOFT LIVE LEARNING

CompTIA Security+ 2011: Network and System Security Mechanisms .....	cs_styp_a04_it_enus
CompTIA Security+ 2011: Remote Access and Wireless Security.....	cs_styp_a05_it_enus
CompTIA Security+ 2011: Authentication, Biometrics, and Security Controls ....	cs_styp_a06_it_enus
CompTIA Security+ 2011: Securing the IT Environment .....	cs_styp_a07_it_enus
CompTIA Security+ 2011: Cryptography and Public Key Infrastructures .....	cs_styp_a08_it_enus
CompTIA Security+ 2011: Securing Applications, Virtualization, & Cloud Computing.....	cs_styp_a09_it_enus
CompTIA Security+ 2011: BC, DR, Security Training, and Forensics.....	cs_styp_a10_it_enus

## INFORMATION TECHNOLOGY

### MICROSOFT TECHNICAL

#### Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Live with Encore .....	LLMS0049
Administering Microsoft Windows Server 2012 Expert Live with Encore.....	LLMS0050
Configuring Advanced Windows Server 2012 Services Expert Live with Encore .....	LLMS0051
Designing and Implementing a Server Infrastructure Expert Live with Encore.....	LLMS0052

#### Client Operating Systems

Configuring Microsoft Windows 7 Expert Live with Encore .....	LLMS0036
Configuring Microsoft Windows 8 Expert Live with Encore .....	LLMS0048

#### Microsoft Back Office

Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore.....	LLMS0033
Configuring Microsoft Exchange Server 2010 SP1 Expert Live with Encore .....	LLMS0031

#### Microsoft Windows Server 2008

Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Live with Encore .....	LLMS0047
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#### SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore .....	LLMS0043
Configuring Microsoft SharePoint 2010 Expert Encore .....	LLMS0045

## INFORMATION TECHNOLOGY

### VMWARE

#### vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert Live with Encore .....	LLVM0001
Datacenter Virtualization with vSphere 5: Design and Optimization Expert Live with Encore .....	LLVM0003
vSphere 5.1 ICM Part Two Expert Live with Encore .....	LLVM0005
Datacenter Virtualization with vSphere 5: Part 2 Expert Live with Encore .....	LLVM0002

#### vCloud

vSphere 5.1 ICM Part One Expert Live with Encore .....	LLVM0004
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## PROJECT MANAGEMENT

### PROJECT MANAGEMENT

#### PMP Certification

Project Management Professional Certification (PMP) 5.0 (5th Ed Aligned) Expert Live with Encore .....	LLPM0005
Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore .....	LLPM0004

## SKILLSOFT SALES ADVANTAGE

### GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

#### ■ Global Banking and Financial Services Curriculum

Bank Branch Operations Management ..... fini\_01\_enUS  
Commodity and Energy Markets, Futures, and Forwards ..... fini\_02\_enUS  
Insurance Concepts, Types, and Annuities .. fini\_03\_enUS  
Mutual Fund Concepts, Portfolio Management, and Regulations ..... fini\_04\_enUS  
Global Banking Supervision and Anti-Money Laundering Regulations ..... fini\_05\_enUS  
Bank Risks and Capital Adequacy Planning fini\_06\_enUS  
Basel Regulations and Bank Risk Management fini\_07\_enUS  
Basel III and Liquidity Risk Management ..... fini\_08\_enUS  
Counterparty Credit Risk and Credit Rating . fini\_09\_enUS  
Credit Risk Analysis ..... fini\_10\_enUS  
Credit Derivative Instruments ..... fini\_11\_enUS

# ITS Student Registration Form

ITS Use Only

Entered by: \_\_\_\_\_  
Date: \_\_\_\_\_

Name Mr./Ms.:		ACE PID Number (or SSN if you do not have ACE PID):			
Agency & Division Name:		Office Phone:		Fax Number:	
Office Address: (Please provide Handmail address, if applicable)		Cell Phone:			
City:	State:	Zip:	Email Address:		

Course No./Name	Section 1 <sup>st</sup> Choice	Section 2 <sup>nd</sup> Choice	Dates/Times	Course Cost	Materials Needed *
					All None

\* Circle All or None. See the current schedule for materials needed for each course.

Bill State Agency

PLEASE DO NOT PREPAY.  
AGENCIES WILL BE BILLED  
FOR COURSE COSTS.

Bill Student

Bill Non-State Agency

All non-state employees and any registrant whose agency is not paying for the course(s) must pay **ON OR BEFORE** the class start date.

Agency/Employer Code: \_\_\_\_\_

Provider Number: \_\_\_\_\_

Agency must provide a 3-digit agency code and an 11-digit provider number for billing purposes. This information may be obtained from the SAAS (Statewide Automated accounting System) or the Education Assistant at (601) 432-8186.

Billing will be sent to the address given in the Student Information section, unless otherwise specified.

Supervisor Name: \_\_\_\_\_

Office Phone: \_\_\_\_\_

Supervisor Address: (Specify Handmail, if applicable)

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Please Read Carefully Before Signing:**

All registration forms MUST be signed by the individual responsible for payment. If the student cancels a vendor-conducted course within thirty (30) days of the first class meeting or an ITS-conducted course within ten (10) days of the first class meeting, **the agency/student will be charged the full tuition.**

Authorized

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Return form to: ITS Eastwood Education Center, 3771 Eastwood Dr., Jackson, Ms 39211 • Phone: (601) 432-8186 • Fax: (601) 713-6380  
For more information on the Eastwood Education Center, visit the website: <http://www.its.ms.gov>



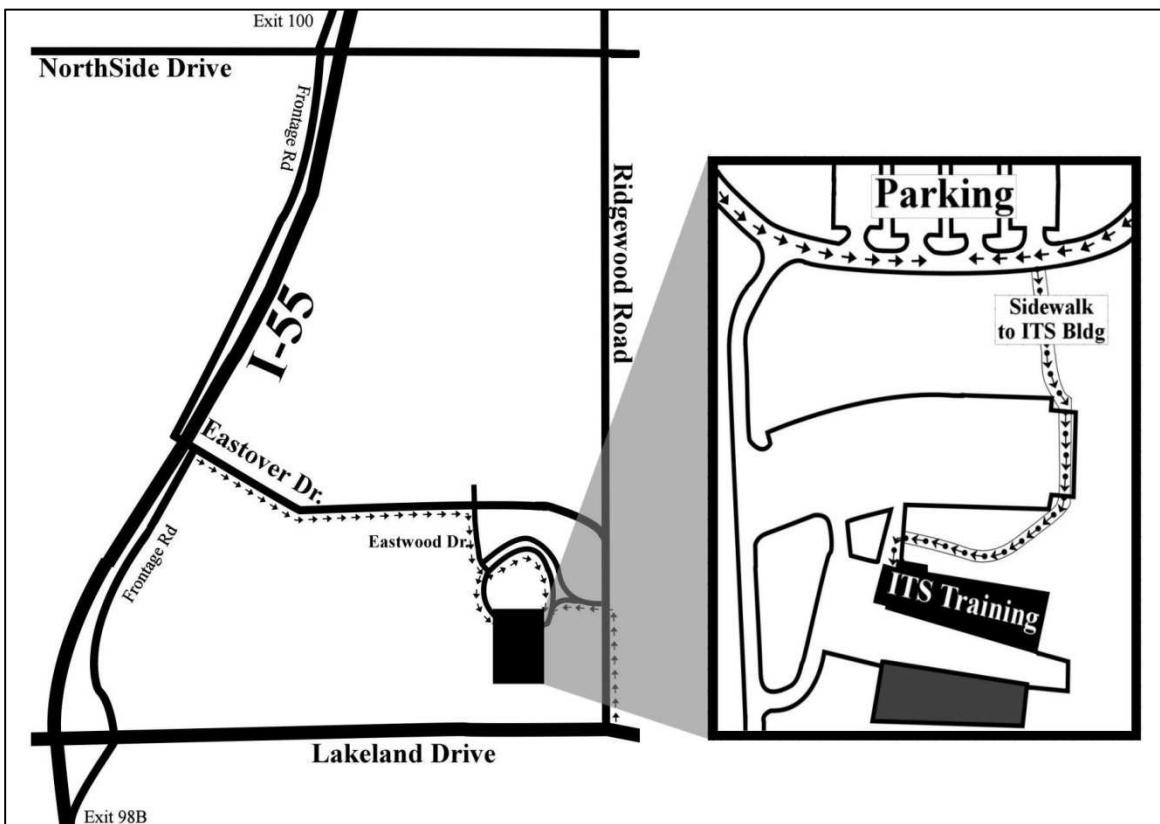
ITS On-Line Training Registration Form		
Name: (Please Print)		
Mr./Ms.		
ACE PID Number (or SSN if you do not have ACE PID):		
Agency & Division Name:		
Office Address: (Specify Handmail, if applicable)		
City:	State:	Zip:
Office Phone:		
Fax Number:		
Cell Phone:		
Email Address:		
Course No./Name:		
ANNUAL SUBSCRIPTION FOR ON-LINE TRAINING		
COURSE COST: PLEASE CHECK ONE		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>SKILLCHOICE COMPLETE</b> ON-LINE TRAINING <b>\$225 per person</b> (includes Technical, Business, and Desktop courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>FULL LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Technical, Business, and Desktop courses)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>TECHNICAL LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Technical courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>BUSINESS LIBRARY</b> ON-LINE TRAINING <b>\$150 per person</b> (includes Business courses, e-books, & mentoring)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>DESKTOP LIBRARY</b> ON-LINE TRAINING <b>\$55 per person</b> (includes Desktop courses & e-books)		
<input type="checkbox"/> ANNUAL SUBSCRIPTION FOR <b>MAINFRAME LIBRARY</b> ON-LINE TRAINING <b>\$1,600 per person</b> (includes Mainframe courses)		
<input type="checkbox"/> Bill State Agency	<input type="checkbox"/> Bill Student	<input type="checkbox"/> Bill Non-State Agency
<b>PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.</b>		
All non-state employees and any registrant whose agency is not paying for the course will be billed and must pay tuition and materials BEFORE the class begins.		
Agency/Employer Code: _____		
Provider No.: _____		
Supervisor's Name: (Please Print)		
<i>All registration forms <b>MUST</b> be signed by the individual responsible for payment.</i>		
<hr style="width: 20%; margin-left: 0;"/> Authorized Signature		

**PLEASE RETURN FORM TO:**  
 Susan McClain, ITS Education Services  
 3771 Eastwood Drive  
 Jackson, MS 39211  
 Phone: (601) 432-8186  
 Fax: (601) 713-6380  
 susan.mcclain@its.ms.gov  
**ITS WEB Home Page:**  
<http://www.its.ms.gov>



## Map and Directions

3771 Eastwood Drive, Jackson, MS 39211  
(601) 432-8000



### From North of Jackson:

- Take I-55 South to the Northside Drive exit (Exit 100).
- Get on I-55 Frontage Road South and cross over Meadowbrook Road.
- Continue on the frontage road until you reach Eastover Drive.
- Turn left onto Eastover Drive.
- Go under I-55, continuing on Eastover Drive until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

### From South, East, or West of Jackson:

- Take I-20 to I-55 North and take the Lakeland Drive exit (Exit 98B).
- Cross over Lakeland Drive, staying on I-55 Frontage Road North until you reach Eastover Drive.
- Turn right onto Eastover Drive and continue until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.



## QUESTIONS & ANSWERS

### **1. What do I do if I need to cancel a class?**

If you are unable to attend a class for which you have registered, please contact the Eastwood Education Center immediately at (601) 432-8186. Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

### **2. Why is being on time important?**

Each course topic covered builds on the previous topic. There is a lot of material to be covered in each class, and it is disruptive to the entire class when someone arrives late and the instructor has to catch the late-comer up to rest of the class. For this reason, it is very important that everyone be on time for class.

### **3. What should I wear to class?**

Please dress comfortably. Bring a jacket or sweater, as the room temperature may vary.

If you have further questions, please contact the Eastwood Education Center at (601) 432-8186.

Thank you, and enjoy your training session!



# ITS Contact Information

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**Roger Graves**

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[michele.blocker@its.ms.gov](mailto:michele.blocker@its.ms.gov)

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